

jahez

Digitalization towards a

Sustainable Future



Sustainability Report

2023



**King Salman bin
Abdulaziz Al-Saud**
The Custodian of the
Two Holy Mosques

**His Royal Highness
Prince Mohammad bin
Salman bin Abdulaziz
Al-Saud**
Crown Prince and Prime
Minister



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About This Report

We are proud to present our 2023 Sustainability Report. As a transparent and robust account of Jahez Group’s accomplishments and challenges across the value chain, it evidences how digital innovation is enhancing lifestyles and helping forge a more sustainable future for all stakeholders.

Covering the calendar year from 1 January to 31 December 2023, unless otherwise stated, all financial and non-financial data relate to the Jahez Group (“the Group”). This includes Jahez International Company for Information System Technology (“the Company”) and all the branches and subsidiaries as set out in our [consolidated financial statements](#) for the year ended 31 December 2023. These entities span the Kingdom of Saudi Arabia, Bahrain, Kuwait, Egypt, and Qatar.

The Report is rooted in materiality analysis and stakeholder engagement ([see pages 40 and 46](#)). It shows our contribution to the Saudi Arabia Vision 2030 and the United Nations Sustainable Development Goals (UN SDGs).

In addition to adhering to all applicable reporting regulations and standards, including the [Capital Market Authority’s \(CMA\) Listed Companies Guide](#) and [Saudi Exchange \(Tadawul\) ESG Disclosure Guidelines](#), we also disclose voluntarily against best practice frameworks, including Global Reporting Initiative [\(GRI\) Standards 2021](#) and

the [Sustainability Accounting Standards Board \(SASB\) industry standards](#) for E-Commerce, Internet Media & Services, Professional & Commercial Services, Real Estate, and Road Transportation.

While the Group is still in the process of adopting the International Financial Reporting Standards [\(IFRS\) Sustainability Disclosure Standards](#)¹, our approach to defining, assessing, and addressing sustainability-related risks and opportunities was adopted mainly from the IFRS S1 – General Requirements for Disclosure of Sustainability-related Financial Information. Our detailed disclosures are shown on [pages 60–61](#).

Several restatements of information from previous reporting periods, primarily concerning GHG emissions and employee numbers, were made. We made these adjustments to maintain consistency in our accounting methodology. For context, we share broader information on, inter alia, our operating environment, business model, and environment, social, and governance (ESG) commitments.

¹ We are preparing to comply with IFRS S1 and S2, which will be disclosed in the next reporting period.



Feedback and Further Information

This non-financial report complements our 2023 Annual Report, which focuses primarily on financial performance.

The [relevant section](#) of the Annual Report includes a summary of our sustainability progress.

We welcome all feedback on this Report and our broader approach to the Jahez sustainability team:

Sustainability@jahez.net



Cautionary Statement

This report contains statements that may be deemed “forward-looking” and expresses how Jahez Group intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as “plans,” “aims,” “assumes,” “continues,” “believes,” or any variations of such words that specific actions, events, or results “may,” “could,” “should,” “might,” “will,” or “would” be taken or be achieved. Jahez Group has made every effort to ensure this report is as accurate

and truthful as possible. However, by their nature, forward-looking statements are qualified to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond the Group’s ability to control and, therefore, do not represent a guarantee that events implied in these forward-looking statements will occur.

Leadership Statement



Our unwavering commitment to ESG principles ensures accountability and transparency and serves to boost top-line growth, increasing consumer trust and attracting investor interest.

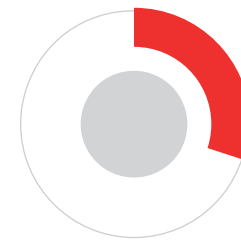
In our second Group Sustainability Report, we share an update on progress against our strategic ESG commitments, demonstrating sustainable value creation for all stakeholders in the last year.

Our various subsidiaries and ventures are unified under a Group-wide commitment to driving sustainability, customer experience, and a culture of innovation and excellence. These are fundamental to the Group's sustainable growth strategy, which seeks to harness the rapidly growing regional markets for on-demand delivery platforms and logistics services that support digital lifestyles and the many benefits they bring to society and the environment.

The Group's success in the last year is a testament to the significant investments we are making in digital transformation, including the talent

attraction to ensure we lead the way in AI-powered customized app content, integrated restaurant deliveries, and retail and logistics that support "anytime, anywhere" consumer preferences. Our latest expansion to the Group, a 35% stake in Sol, adds to our expertise in end-to-end digital experience, including delivery.

Sustainability is one of the core Group values. It is also the fourth pillar of our strategic model, enabling us to achieve operational excellence in alignment with economic viability, environmental protection, and social responsibility. In 2023, we further embedded sustainability into our culture and strategy with the ESG Roadmap (2023-2026) and associated governance framework mapped to the Saudi Vision 2030 sustainable development priorities and the UN SDGs. With these landmark developments, we are better positioned than ever



Female headcount increased by **28%**



Platinum status in the Nitaqat Saudization program

to respond to ESG risks and pivot to the market opportunities presented by growing decarbonized, socially-oriented economies.

Our role in responsible environmental stewardship is evident in establishing a detailed greenhouse gas (GHG) inventory covering the full scope of emissions. Most of our emissions are indirect, reflecting the nature of our operations as a technology company. Even so, we are committed to reducing emissions and are developing a transition plan encompassing operational and technology solutions.

In 2023, we also focused on waste management initiatives and developed formal policies, measurement methodologies, and awareness programs to integrate sustainable waste management practices into our operations. An AI-powered app now enables Jahez customers to return their plastic bottles via reverse vending machines, adding to other technologies that reduce waste and water consumption.

We are dedicated to creating a positive and inclusive workplace culture and to supporting the well-being of our employees, customers, and communities. For three years running, we have been listed as a [Great Place to Work®](#) or a [Best Place to Work®](#).

Last year, we increased our female headcount by 28% while maintaining platinum status in the Nitaqat Saudization program. We directed 97% of the total procurement budget to local suppliers, nearly a quarter of which are small or medium-sized enterprises. In 2023, 80% of suppliers were screened for ESG risk.

Our unwavering commitment to ESG principles ensures accountability and transparency, boosts top-line growth, increases consumer trust, and attracts investor interest. The Group is steadfast in developing ESG metrics to support medium- and long-term growth objectives.

As we diversify beyond food delivery, we will meet an even wider range of consumer needs, such as grocery delivery, pharmaceuticals, and other on-demand delivery services that are enhancing lifestyles and helping forge a more sustainable future for all.

Mr. Ghassab Bin Salman Bin Ghassab Bin Mandeel

CEO

2023 Highlights

SUSTAINABLE GROWTH

Revenue

SAR **1.78** bn



+24%

increase in the R&D spending

NEW ESG Roadmap established

ENVIRONMENT

GHG inventories

established using a robust methodology

GHG Scope 1, 2, and 3 emissions reported

Climate strategy

governance framework initiated

1,290 kg

of material recycled

SOCIAL

AI-powered innovations

launched for customers

Zero complaints

relating to customer privacy/ data security

Certified as a  "Great Place to Work®" for 2021 and 2022 and the  "Best Place to Work" in 2023

~28% increase of women in the workforce

Platinum status

Nitaqat Saudization program

97% of the total procurement budget spent on local suppliers

26.7% increase in the total remuneration paid

GOVERNANCE

16.7%

female Board membership

NEW ESG governance

framework established

NEW Whistleblowing Policy

established

394 risks

identified in a comprehensive Enterprise Risk Management assessment

~80%

of suppliers screened for ESG risks

Overview

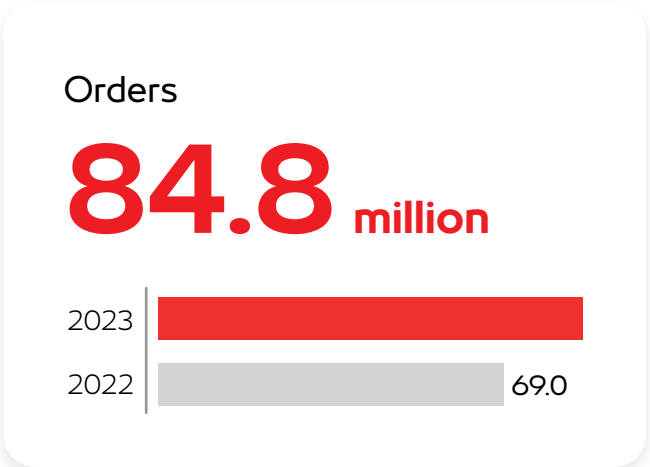
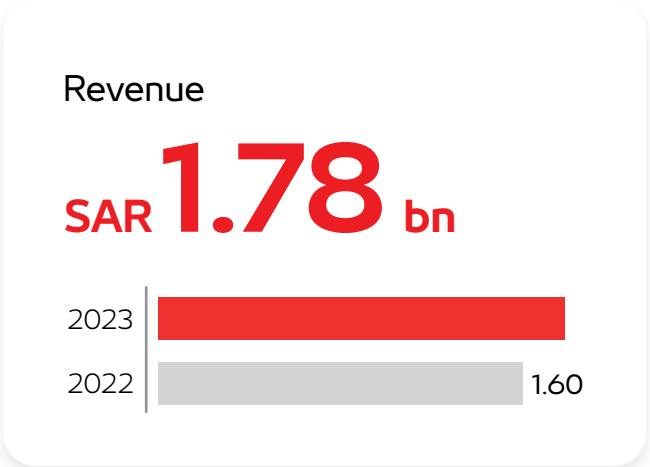
Jahez Group is a leading innovator in the Middle East's lifestyle industry and a pioneer of digital living. We aim to deliver exceptional customer experiences and follow organizational excellence throughout all our businesses.



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Jahez Group at a Glance

From app-based dining and fashion to sports and entertainment, we are one of the Middle East's leading innovators. With eight lifestyle brands and counting, we are transforming from a high-tech delivery business to a pioneer of 21st-century digital living.



Learn more about our story and culture on [our website](#)



See our journey so far and learn more about our financial performance in our [Annual Report](#)

Boosted by several new acquisitions and corporate venture capital investments, we entered 2024 poised to take over as a top player in every market across all existing verticals, including Q-commerce, logistics, cloud kitchens, and more.

Innovation and sustainability, the themes of this report, are embedded within our Group mission and values:

Our Vision

Become the leading brand in Saudi Arabia to offer an ecosystem of on-demand services that enhance customer lifestyle and empower businesses



Our Mission

To exceed our stakeholder expectations by providing a seamless user-centric experience enabled by continuous technology innovation.



Our Values

Trust

to ensure our partners always get their products and payments on time, every time.

Innovation

to nurture an entrepreneurial spirit in the organization with a results-oriented mindset.

Passion

to commit to exceeding partner expectations by pursuing their happiness and achieving their ambitions.

Respect

to treat our employees, customers, and partners with courtesy, consideration, and dignity.

Sustainability

to create long-term partner value by taking into consideration social, economic, and environmental aspects.

Excellence

to exceed what we achieved yesterday, and to deliver a world-class user experience across our various services.

Our Business Model that Drives Stakeholder Value

Since the Group was founded in 2016, our business model has been creating financial and non-financial value for all stakeholder groups. Today, the innovation of eight fully or partially owned subsidiaries, including on-demand services, Q-commerce, cloud kitchen infrastructure, dark store facilities, last-mile delivery, and other businesses, drives positive impact and improves the fabric of society. All the group's businesses are interconnected and mutually supportive, creating powerful synergies that benefit the Group and its stakeholders.



Learn more about the Group in our [Annual Report](#)

Market drivers

Consumer Food-service Market Growth

The consumer food-service market in Saudi Arabia, which stands at SAR 100 billion, is projected to record a CAGR of 9% from 2023 to 2030 with the Kingdom becoming a major market for fast food.

Young Demographics

Nearly 70% of the Kingdom's population is under 30 years of age. Increased smartphone penetration and exposure to Western food trends are driving the growth of the food-service market.

Women In Employment

With over a third of the Kingdom's workforce now made up of women, food delivery frequency has increased significantly.

COVID-19 Aftermath

Though it's been four years since the arrival of the pandemic, the explosive growth of delivery culture that came with the prolonged lockdown is now deeply entrenched in urban society, resulting in a sustained growth of the online food aggregator market.

The strengths that set Jahez apart

> A strong financial position

Jahez Group is a market leader in the sectors it plays in following a USD 2.4 billion listing in 2022. The Group follows a sound investment strategy that serves to significantly boost its value proposition.

> An expanding network

Jahez app boasts a coverage spanning over 100 cities and 95% of the Kingdom's population, in addition to a growing presence in Bahrain and Kuwait. Our other businesses are also increasing their geographical footprint at present, with Blu now reaching over 70 countries. Our vast pool of delivery partners, both full-time and freelance, serves to boost our reach further.

> Unparalleled stakeholder experience

We offer unmatched food delivery and online shopping experiences to millions of customers and provide excellent, 24/7 customer service to end-users, merchants and delivery partners alike. State-of-the-art user interfaces and high-end technological solutions throughout the value chain enable smooth, efficient services across verticals, while a pioneering spirit that drives technological advancement keeps us ahead of the curve.

> Envable brand identity

Rising brand awareness corresponding to a rapidly expanding customer base across verticals helps us retain our competitive edge in the markets we operate in. This high level of brand affinity also leads to lower acquisition costs for all three successful partners in the long term.

> A solid logistical foundation

Jahez boasts over 60,000 drivers on freelance and full-time basis, together with a fleet of vehicles for the Group's logistics business.

Our business activities



Online end-to-end food delivery platform



Online platform with a two-hour delivery promise



Online store for sports-related products and services



Last-mile delivery services



End-to-end commercial kitchen spaces, dark store facilities



The Group's investment arm



Offers technological solutions to merchants



Supply chain management for HORECA sector

Our impact through shared value creation

> Customers

Order delivery fees per delivery, based on the distance between customer and merchant locations, serve as revenue streams from end-users in exchange for convenience, quick delivery, and unmatched customer experience across platforms.

> Merchants

The Group derives value from merchants and restaurants in the form of commissions charged per order placed, ePayment fees, ad placements and other revenue streams, while they gain access to millions of customers and benefit from competitive commission rates, weekly payment cycle, analytics support, a unique delivery model, quick onboarding and increased brand awareness.

> Employees

Our hard-working employees are the cornerstone of our business. We offer competitive salaries, a stock-option plan, flexible hours and remote-work options, and carry out diverse employee engagement initiatives throughout the financial year. Workers have regular access to training opportunities aimed at career development. Wellness programs, team-building activities, and other initiatives aimed at promoting a work-life balance and fostering a positive work culture are high priorities for Jahez. Jahez was the proud winner of "Best Place to Work" certificates from Great Place to Work in 2021 and 2022 respectively.

> Shareholders

Earnings per share as at December 2023 stood at SAR 0.61.

> Delivery Partners

Our platforms derive immense value from a readily available pool of over 60,000 delivery partners, who in turn receive earnings through pay per trip and experience a seamless onboarding process and are also rewarded with flexible work hours, incentive programs, and additional revenue-earning options. Other benefits include live income-tracking and instant settlements. Delivery partners may use any of our 22 cash collection centers.

> Community

In line with our corporate values, serving the best interest of the society we operate in is of absolute high priority. We play a central role in helping the Kingdom drive its ambitious Vision 2030 agenda forward, with an increased focus on and commitment to sustainable growth. With this in mind, we have developed a three-year Environmental, Social, and Governance (ESG) Roadmap for 2023-2026 aligning business operations and future aspirations with economic viability, environmental protection, and social responsibility, helped by timely and well-planned CSR projects. A thorough and robust greenhouse gas (GHG) emission reduction transition plan for the duration of the ESG Roadmap has also been formulated.

Growth drivers



As the Group's customer base grows and engagement increases, the order volume rises, attracting favored brands from restaurants and merchants. Higher order volumes and merchant numbers translate to better opportunities for loyal delivery partners, enabling more efficient logistical services with improved performance. This in turn leads to enhanced customer experience as choices widen and delivery efficiencies increase, benefiting all partners.



The Group's network grows as value provided to merchants, customers and delivery partners increases over time. The Group benefits from increased brand awareness and brand affinity, which can lead to lower acquisition costs for all three success partners in the long term.

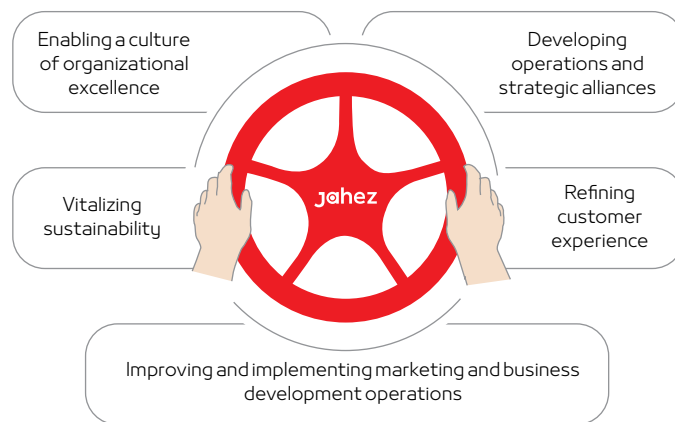
An Ambitious Growth Strategy

We have a comprehensive long-term strategy to implement our vision of becoming an all-encompassing lifestyle solutions company.

This strategy is based on three key priorities:

- strengthening our geographical presence
- launching new services
- streamlining operations to enable a world-class customer experience

Driving sustainable growth



Our DRIVE strategic model consists of five pillars. In delivering across these pillars, we seek to harness the power of integration between our food and non-food segments, creating a cohesive ecosystem that enhances operational efficiency and customer experience.

The first three pillars, from top to the right, focus on how we execute our strategy for horizontal and vertical growth and, crucially, for the coming transformation into an all-encompassing lifestyle solutions company that will see the business evolve rapidly from its current core identity of an online delivery business to a tech trailblazer with grand ambitions of leading the Kingdom's drive towards fully fledged 21st century digital living.

From bottom to left, the two other pillars concentrate on organizational aspects of the business that are fundamental to our corporate ethos, which keep the Group on top of a growing industry and its ever-evolving relationship with diverse stakeholders.

Multiple initiatives are planned under each pillar, including continuous efforts to optimize logistics and ongoing training. All initiatives are focused on improving customer services and creating distinct and clear differentiation for the Group.

Immediate priorities

In 2024, we aim to harness the power of integration between our food and non-food segments, creating a cohesive ecosystem that enhances operational efficiency and customer experience. This strategic objective is focused on leveraging cross-segment synergies to unlock new value propositions, drive innovation, and foster sustainable growth across all areas of its business.

The Group is also determined to deepen its market penetration, reinforcing its presence and expanding its footprint within existing markets. This goal involves increasing market share, launching new services, and streamlining operations to enable a world-class customer experience. We will reach these goals internally by refining our operations and externally by bringing in new partners that can add significant value to the network.

Long-term goals

Our long-term goals involve increasing market share and enhancing the depth of services offered. To this end, the group has adopted a

precise long-term strategy, with comprehensive initiatives within the framework of each objective.

We will achieve our targets through eight priorities, each of which has a clear action plan:

- | | |
|---|--|
| <p>1 Strengthen operations in existing geographies by winning market share and onboarding new customers and partners</p> | <p>5 Differentiate services and offerings through continuous innovation</p> |
| <p>2 Strengthen the presence of every subsidiary across the Kingdom</p> | <p>6 Drive operational excellence and customer experience through continuous training, processes, and technology investment</p> |
| <p>3 Expand the business into supporting verticals and entering new geographies for future growth</p> | <p>7 Expand the Group's regional footprint by leveraging competitive value proposition</p> |
| <p>4 Launch every available service in new cities both in the Kingdom and the GCC region</p> | <p>8 Spearhead a Kingdom-wide transformation to a digital lifestyle by creating innovative, high-tech food delivery, online shopping, cloud kitchen, and last-mile delivery solutions</p> |

Eight Subsidiaries: One Goal

The Jahez Group holding comprise eight wholly or partially owned subsidiaries¹ in three key segments: delivery platforms, logistics services, and other activities.

These diverse brands are unified by one goal:
 > to fast-track organizational excellence through technology and innovation

Diverse subsidiaries

Our customers include retail merchants, delivery companies, and general consumers across three segments. Other activities support the Group's food, e-commerce, and logistics interests.

They include acquisitions, mergers, venture capital investments, and other business verticals that align with our innovation philosophy.

> Delivery platforms

include activity that sees the delivery of food and other goods via electronic platforms inside the Kingdom. The platforms in operation inside Saudi Arabia are Jahez, Pink, and Blu. Outside the Kingdom, the Jahez platform is available in Bahrain and Kuwait.



> Logistics services

which include the logistics support operations and directing goods transporting vehicles. The "Logi" business comes under this segment.



> Other activities

which include businesses such as Co, Marn, Red Color, and Sol.



See detailed data about each company's legal structure and ownership stake in our [Annual Report](#)

See our geographical footprint on page 25 of this report

¹ Subsidiaries are entities controlled by the Group. The Group control is an entity when it is exposed to, or has rights to, variable returns from its involvement with the entity and can affect those returns through its power over the entity.

			Country of operation	Country of incorporation
Joint Preparation Company for Meals	100%	Limited liability company		
PIK Option Trading Company	100%	A single shareholder limited liability company		
Supportive Solutions Company for Logistic Services	100%	A single shareholder limited liability company		
The Red Color Company (Red Color)	100%	A single shareholder limited liability company		
Jahez International Company	100%	Limited liability company		
Jahez International Company for Wholesales and Retail Trading	100%	A single shareholder limited liability company		
Blu Store Company	51%	A single shareholder limited liability company		
Marn Business Information Technology Company	100%	Limited liability company		
Jahez for Information Technology	100%	Limited liability company		
Jahez International Company for Information Systems Technology	100%	Limited liability company		
Sol for Trading LLC	35%	Limited liability company		

Delivery platforms

The online food delivery market has grown in recent years, accelerated by cultural lifestyle shifts during and after the COVID-19 pandemic. The Middle East and North Africa (MENA) region's market is expected to grow another 20.5% by 2030. Our experience echoes this, with order volumes across Jahez, PIK, and Blu platforms growing to 84.8 million (2022: 69 million) during 2023 alone. These platforms cater to millions of customers in Saudi Arabia and other countries, focusing on food delivery and other goods via sophisticated digital platforms that connect end-users with merchant partners via a growing network of delivery partners.



jahez

Jahez: Online food delivery

The [Jahez platform](#) is the cornerstone of the Group's revenue (85%). As a one-stop solution for food ordering and delivery, it links the Group's key stakeholders: merchants, customers, and delivery partners. In 2023, the number of active customers increased to 3.5 million (a 25% increase) as smartphone penetration and delivery culture continued to grow post-pandemic.

3.5 million active customers in 2023

100+ cities covered

60+ thousand delivery partners

13.9 thousand merchant partners

Jahez Kuwait

Starting in 2023, Jahez's commercial expansion in Kuwait was comprehensive, achieving nearly 90% coverage of the population. Jahez introduced a 24/7 service and the possibility to order through both digital and offline channels.

Jahez Bahrain

With more than 4,400 drivers, Jahez Bahrain serves all Kingdom regions. The Prime option allows customers to subscribe to a free delivery service for a minimal monthly fee.



Download on the App Store



GET IT ON Google Play

PIK

PIK: Q-commerce

PIK is a Q-commerce platform that connects customers to merchants within a 100-kilometre radius in cities and suburbs. Products sold on PIK include clothing, cosmetics, footwear, and electronics, representing some of the best-known local and international brands.

The PIK platform covers the entirety of the digital shopping process, from order selection and offering to payment options and last-mile delivery. It offers a searchable and filterable assortment of product and merchant categories, e-payment services, live order tracking, direct customer support, a Returns Policy, and other features. Deliveries are made within two to three hours.

Merchants also benefit from the app's high-tech features, which allow them to observe and identify customer trends and behavior patterns. They may also utilize the marketing opportunities provided by the app and increase brand awareness. In 2023, a redesigned PIK app was launched with multiple innovative features to improve customer experience. PIK plans to engage merchants' stores to serve their customers better. It is also amid an evolution that will see the business add dark stores to its offerings, available via Co and other fulfillment centers.

Learn more about PIK in our [Annual Report](#)



Download on the App Store



GET IT ON Google Play

Blu STORE

Blu Store: Sports-related e-commerce

A joint venture with Al-Hilal Club, Blu was the first interactive app of its kind in the region and now delivers to more than 70 countries worldwide. Specializing in sports-related products and services (including tickets to sporting events) and catering mainly to the younger generation, Blu follows a unique business model that is a hybrid of on-demand and e-commerce models. Business was booming for Blu in 2023, registering over one million users in a matter of just 13 to 14 months.

Shipping to

70+ countries

Learn more about Blu in our [Annual Report](#)



Download on the App Store



GET IT ON Google Play

Logistics services

Logistics is in high demand in Saudi Arabia, presenting an excellent opportunity as a standalone business due to the severe shortage of last-mile delivery agents in the Kingdom. The need for drivers alone is expected to surpass 100,000 over the next two years, creating significant potential for the Group.

Logi

Logi: E-commerce and postal logistics

Logi is a centralized platform that supports the Group with all its logistical and operational needs, synergizing the Group's operations. The subsidiary bridges the gap between customers and merchants.

On track to be the market leader in urban last-mile delivery, Logi provides a nearly 14,000-strong fleet of Saudi freelancers and non-Saudi permanent delivery partners at competitive rates to Jahez Group companies and then to the broader e-commerce and postal logistics sectors.

Logi's services are available 24/7, and its unique selling points are short delivery times, multiple pickups, and delivery tracking. An exciting project currently underway is the ongoing commercialization of Logi's existing fleet as part of a fundamental growth strategy.

[Learn more about Logi in our Annual Report](#)

Other activities

Sol

Sol: Hospitality supply chains

Sol is the newest addition to the Group's growing portfolio. Partially acquired in 2023, it is a comprehensive B2B food and beverage supplier that functions as a one-stop shop for the hospitality sector. It focuses on supply chain management for hotels, restaurants, and cafes, emphasizing backend functions such as kitchen logistics, procurement, etc.

Sol also manages internal training, operations, and supplier dealings to ensure optimal margins, and runs its distribution center and warehouse. The company works with suppliers across various categories: dry, frozen, chilled, fresh foods, snacks, and beverages. Sol handles the entire procurement-to-delivery process internally, offering technological solutions such as personalized dashboards for each restaurant to monitor usage and place orders conveniently. The company fills an existing gap in the market by providing customized services and support to smaller businesses.

[Learn more about Sol in our Annual Report](#)

Co

GROWTH, ACCELERATED.
نموذج التسليم

Co: cloud kitchens and shelving solutions

Cloud kitchens operate shared commercial kitchens where restaurant brands prepare food for delivery through online booking platforms. Businesses in this segment partner with online delivery platforms and have mobilized sizable investments across the region, supported by growing demand for online food delivery amid the COVID-19-induced lockdown.

Since 2020, we have owned a 60% stake in Co and eventually acquired the remaining 40% in 2024. Co provides end-to-end commercial kitchens for restaurants that deliver food via digital platforms. It also offers cloud shelving or dark store facilities, mainly focused on chocolates and cold beverages sold through our comprehensive e-commerce platforms.

The company provides customers with fully equipped cooking and meal preparation facilities, saving them rent, utilities, and valuable time and resources.

During the reporting period, the company saw a 62.5% increase in cloud kitchen growth and a 66.7% increase in cloud shelving.

This growth segment represents an avenue of significant expansion for Jahez Group and our restaurant partners. It enables smaller restaurants with only a few branches or which lack the resources to expand to have an opportunity to scale and compete with larger businesses. This, in turn, supports sustainable economic development in our operating regions.

11 cloud kitchens

14 cloud shelving units

200+ brands in 6 cities

[Learn more about Co in our Annual Report](#)

marn

Marn: Business information technology

In 2023, we completed the acquisition of [Marn Business Information Technology](#), a leading business digital solutions provider offering multiple modern technical services that support merchants in their growth.

In addition to improving services to various stakeholders, Marn helps merchants build their unique ecosystems by creating tailor-made digital solutions. These solutions seamlessly interact with each other and collaborate with diverse service providers and partners, all working towards reaching clients' targets.

[Learn more about Marn in our Annual Report](#)

RED COLOR

Red Color: Technology investments

The Group's investment arm, Red Color, was established in 2021 to deliver the best value to all stakeholders. It targets technology opportunities and industries that already employ the Group's existing assets of customers, merchants, and delivery partners in order to leverage its position. These industries include automated marketing, supply chain, fintech solutions, direct-to-consumer, and lifestyle improvement services.

Red Color seeks to boost the Group's returns through investments that contribute to growth, primarily by acquiring new customers, providing entry into new markets, and increasing community engagement. Red focuses on KSA, followed by the Gulf Corporation of Countries and the MENA region.

During the reporting period, Red Color's \$18.8 million portfolio comprised Hala, Nana, Bonat, Redbox, Barq, Omniful, CloudShelf, Parcel Delivery, and Soum.

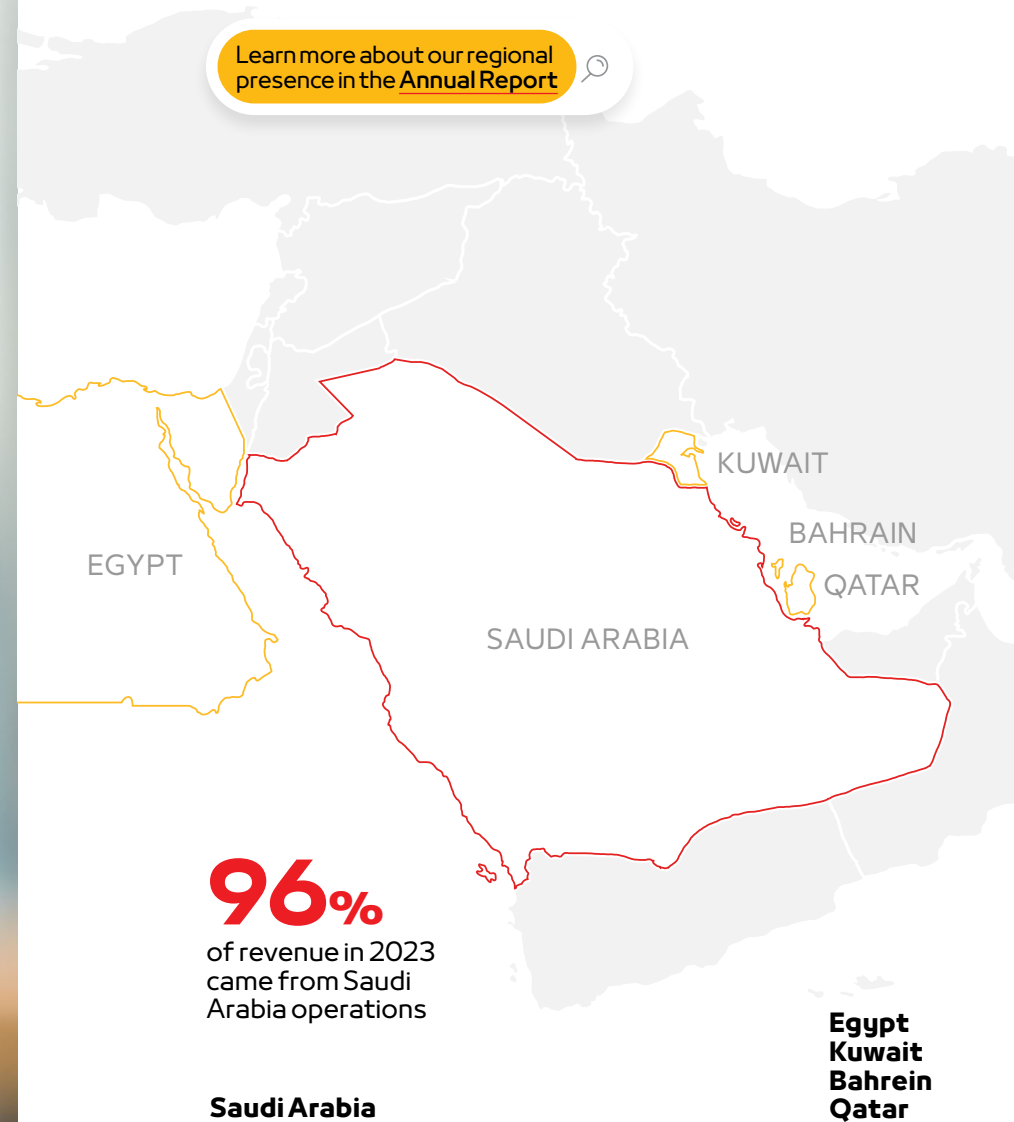
\$18.8 million
investment portfolio

[Learn more about Red Color and its portfolio in our Annual Report](#)

A Growing Regional Footprint

The Jahez Group of eight companies spans Saudi Arabia, Bahrain, Kuwait, Egypt, and Qatar.

[Learn more about our regional presence in the Annual Report](#)



Saudi Arabia

jahez | pIK | RED COLOR | Blu
CO | Logi | marn | söl

Egypt Kuwait Bahrein Qatar

jahez

Key growth markets in 2023

Bahrain

The Bahraini customer food-service market is expected to experience significant growth. The market size is estimated to be around USD 0.95 billion in 2024 and is projected to reach USD 1.64 billion by 2029.

The Kingdom of Bahrain offers a dynamic business environment with numerous opportunities for growth and investment. As a significant player in the highly competitive online food delivery sector, we are well-positioned to deliver substantial value to Bahrain's economy and stakeholders. In 2023, we saw a remarkable customer growth rate of 156%, with parallel increases in partnerships with merchants and delivery enterprises.

Kuwait

The Kuwaiti food-service market is experiencing robust growth, projected at over 8% in 2024. This is fueled by the rising demand for quick-service restaurants, a significant customer segment for us. With the market estimated at USD 3.26 billion in 2024 and expected to approach USD 5 billion by 2029, we are well-positioned to capitalize on it for sustained success in Kuwait.

In 2023, our commercial expansion in Kuwait reached nearly 90% coverage of the population. Recognizing the importance of round-the-clock availability, our Jahez platform introduced a 24/7 service model. This move catered to customers' diverse needs, and the convenience of non-stop service became our crucial selling point.

Digitalizing Lifestyle

Our success is rooted in developing innovative solutions that enhance customer experience. From customized app content and integrated restaurant deliveries to advanced data science and cloud infrastructure – we are leading the region in “anytime, anywhere” retail and logistics.

Data and AI

We have set objectives to transform data into a strategic asset that drives the Group’s growth and enhances competitiveness:

- Democratizing data, ensuring its accessibility throughout the organization, enabling more informed decision-making processes.
- Enhancing data literacy among employees, equipping them with the skills necessary to understand, analyze, and effectively utilize data.
- Using advanced AI-driven analytics to inform and shape strategic decisions.

In line with our strategic objective of operational excellence and other objectives, such as increased customer loyalty, our technology division developed several new features, tools, and products, focusing on merchant partners.

We continue to invest in data and AI infrastructure across our subsidiaries. Our new data science platform enables our people to make evidence-based decisions and facilitates a culture of collaboration. To manage risks associated with AI usage, we implement robust data protection measures and regular audits and adhere to industry standards and national laws.

Operational excellence

- Optimized administrative panel for customer support teams.
- Launched a more customizable partner portal allowing Jahez partners to better oversee and execute operations.

Personalized experience

- Launched a recommendation engine providing unique offering per consumer behavior.
- Rolled out Partner Insights an analytical product serving Jahez partners in making impactful business decisions.

ML & Gen AI utilization

- Developed internal restaurant and menu classification based on their content.
- Implemented fraud detection to enhance security and integrity across all interactions.

Learn more about our digital transformation in the [Annual Report](#)

Innovation in Action

Launching the Jahez Explore feature

During 2023, Jahez rolled out more transformative features on its app, taking data analytics and AI to the next level.



An Explore tab was added, offering a personalized user experience by displaying restaurant and meal information to customers based on their behavioral data and user profiles. The data-backed feature is an effective tool for customers seeking insights into trending restaurants and cafes, enabling them to stay abreast of current trends in the culinary landscape while exploring more personalized recommendations.

In addition to Explore, Jahez introduced a new Partner Insights product to assist merchants and delivery partners in making impactful business decisions.



More significantly, the Explore page doubles as a marketing channel for exclusive offers and cashback codes cross-posted on our social media platforms, appealing to new users. It also serves as a third-party marketing channel for merchants, who can register with our platform to reach new customers.



For Blu, the Explore page showcases a variety of attractive, personalized advertisements featuring relevant offers. At the same time, PIK leveraged the Explore feature’s reach to prominently display back-to-school offers to drive new conversions to the PIK app.



Behind Explore is a state-of-the-art data governance and security system that ensures data is accurate, consistent, and used responsibly.

Integrated approach

Our organizational excellence strategy embeds integrating our engineering and advanced data capabilities across our product offerings, infrastructure, personnel, and financial resources.

The Group's Technology Division is structured to empower all verticals to achieve their targets and ensure synergy. This allows the Group to meet its overarching strategic objectives as the business expands and grows.

During the reporting period, our technology division invested heavily in supporting the Group's growth agenda and anticipating any future verticals we may explore. We concentrated on

developing the infrastructure needed to support further expansion, which signified our approach to technology as a driving force of growth.

Comprehensive data governance frameworks are required to uphold data integrity and ensure regulatory compliance.

[Learn more on data privacy and security on page 73](#)

Research and partnerships

We have initiated a strategic initiative to adopt a cloud-agnostic approach¹ in our infrastructure. This means designing and operating applications and services that are not dependent on a single cloud provider, supporting our business continuity, flexibility, and cost-effectiveness. Our team is diligently working on implementing this cloud-agnostic approach, ensuring a smooth transition and minimal disruption to our operations.

We are currently experimenting with robotic and drone technologies. Having partnered with King Abdullah University of Science and Technology, we have created a conducive environment for R&D teams to practice and develop proof of concepts for utilizing drones and robotics in controlled environments.

We are working very closely with the Ministry of Transport and Logistic Services and the Ministry of Communications and Information Technology of KSA to launch these technologies on a smaller scale.

Demonstrating our serious commitment to becoming an innovation leader in our sector, in 2023, we invested SAR 41.9 million in R&D, representing a 24% increase over the previous year.

[Learn more on our technological initiatives to reduce carbon footprint on page 62](#)

Brand Social Impact

As the dominant lifestyle services provider in KSA and the wider region, Jahez is focused on delivering exceptional service and positively impacting the lives of our customers and local communities. To this end, we launched several social media campaigns and sustainability initiatives in 2023, bolstering opportunities in all the cities of presence.

[Learn more about our customer experience on page 72](#)

[Learn more about our responsible marketing on page 84](#)



¹ Being cloud-agnostic enhances resilience by distributing workloads across multiple cloud platforms, reducing the risk of downtime. Additionally, it optimizes costs and leverages the best features from different providers.

R&D spend

SAR 41.9 million



From Startup to Success Story: Our Journey

The core of the ESG journey in Jahez is to build it steadily from within to create a strong ESG foundation, culture, and team awareness so that everyone in the Group will be part of this journey.

jahez

2018

Alamat International Limited Company transfers Jahez platform to the Company



2019

Sponsorship agreement signed with Al Hilal Club

10 million orders delivered through Jahez

2017

Operations expanded to Jeddah, Dammam and other areas outside of Riyadh

Company established as a limited liability company

1 million orders delivered through Jahez

2020

Jahez platform expanded to

47 cities

20 million orders delivered through Jahez

2021

PIK soft launch in Q1 to expand business reach beyond food delivery

Logi

Logi established as a fully-owned subsidiary to be Group's logistics arm

RED COLOR

Red Color established as a fully-owned subsidiary to be investment arm

>42 million orders delivered through Jahez platform

marn

Completion of Marn Business Information Technology Company acquisition

SOL

Investments in multiple companies that complement the value creation model of the Group including a 35% controlling stake in Sol

"Best IPO in Nomu parallel market in 2022" at the Saudi Exchange Awards

Jahez International Company for Wholesale and Retail Trading established in Kuwait

2022

IPO and entry into parallel market Nomu

Jahez International Company W.L.L. established in Bahrain

>150 million orders delivered through Jahez platform



Blu STORE

The establishment of Blu Store company, a joint venture with Al Hilal Club Investment Company

CO GROWTH. ACCELERATED. نمى النمو.

Co opens first cloud kitchen location 60% of Co is acquired to invest in cloud kitchens¹

PIK

PIK established as fully-owned subsidiary as Group's Q-commerce platform

¹ Acquired the remaining 40% in 2024.

- ESG Roadmap 📍 34 >
- Aligning with the UN SDGs 📍 36 >
- Aligning with the Saudi Vision 2030 📍 38 >
- Stakeholder Engagement 📍 40 >
- Material Topics 📍 46 >

Vitalizing Sustainability

Sustainability is one of the core Group values. It is also the fourth pillar of our strategic model, enabling us to achieve operational excellence in alignment with economic viability, environmental protection, and social responsibility.



ESG Roadmap

Under our corporate values, prioritizing the best interests of society and playing a pivotal role in supporting the ambitious Saudi Vision 2030 agenda are of the utmost importance. To achieve this, we have created a three-year Environmental, Social, and Governance (ESG) Roadmap for 2023-2026, aligning our business operations and future goals with economic viability, environmental protection, and social responsibility. Our leadership approved this roadmap in 2023.

The ESG Roadmap is integrated into daily activities to promote long-term success and positive impact. It is aligned with Saudi Vision 2030 and the UN SDGs, stakeholder interests, and long-term growth objectives. It is designed to deliver the fastest possible progress while laying a solid foundation for all future programs.



Areas of focus

1

Prioritizing governance and policies from 2023 to 2026

We focus on management and policies as they are essential for comprehensive and efficient corporate sustainability.

2

Building greenhouse gas (GHG) emissions inventories

During the review period, our sustainability team started gathering comprehensive data on GHG emissions, as they are the main environmental concern for the Jahez Group. These inventories were calculated using the GHG Protocol Corporate Accounting Reporting Standard and the GHG Protocol Corporate Value Chain Accounting Reporting Standard.

We have established initial baselines

These reduce emissions in the future significantly. According to the ESG Roadmap, our focus in 2024 is to achieve data maturity by the end of the year. This will help us in our ambitious reduction transition plan by providing more precise emissions inventories that enable greater environmental transparency for all stakeholders.

3

Concentrating on our social and environmental impact

The Group aligns its activities with the UN SDGs.

Aligning with the UN SDGs

Also known as the [Global Goals](#), these are 17 goals and 169 targets adopted by the UN in 2017 to end poverty, protect the planet, and ensure peace and prosperity for all. Having mapped our approach

to five SDGs and 11 SDG targets, we believe that aligning our social and environmental impacts with the UN SDGs is essential to building a more sustainable and successful business.

UN SDGs



Relevant SDG targets

- 5.1** End all forms of discrimination against all women and girls everywhere.

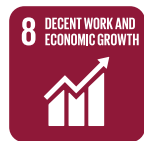
Jahez Group material topics

- Local Communities

Relevant sustainability report sections

- Caring for Our People
- Caring for Communities

UN SDGs



Relevant SDG targets

- 8.2** Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation, including a focus on high value-added and labor-intensive sectors.
- 8.3** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation, while encouraging the formalization and growth of micro-, small-, and medium-sized enterprises through access to financial services.
- 8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.7** Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking, and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025, end child labor in all its forms.

Jahez Group material topics

- Occupational Health and Safety
- Training
- Local Communities
- Economic Performance

Relevant sustainability report sections

- Eight Subsidiaries: One Goal
- An Ambitious Growth Strategy
- A Growing Regional Footprint
- Digitalizing Lifestyle
- Commitment to Human Rights
- Caring for Our People

UN SDGs



Relevant SDG targets

- 12.2** By 2030, achieve the sustainable management and efficient use of natural resources.
- 12.5** By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse.
- 12.8** By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

Jahez Group material topics

- Water
- Waste

Relevant sustainability report sections

- Water Use
- Waste Management

UN SDGs



Relevant SDG targets

- 13.2** Integrate climate change measures into national policies, strategies, and planning.

Jahez Group material topics

- Energy
- Emissions

Relevant sustainability report sections

- Responding to Climate Change

UN SDGs



Relevant SDG targets

- 17.14** Enhance policy coherence for sustainable development.
- 17.17** Encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships.

Jahez Group material topics

- Economic Performance
- Anti-corruption

Relevant sustainability report sections

- Governance Policies

Aligning with the Saudi Vision 2030

Saudi Vision 2030 Pillars



A Vibrant Society

Saudi Vision 2030 Objectives

Offer a fulfilling and healthy life

- Ensure environmental sustainability
 - ✓ Reduce all types of pollution
- Improve livability in Saudi Cities
 - ✓ Improve the quality of services provided in Saudi cities

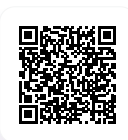
Jahez Group material topics

- Emissions
- Water
- Waste
- Customer Privacy
- Customer Health and Safety
- Economic Performance

Relevant sustainability report sections

- Eight Subsidiaries: One Goal
- Responding to Climate Change
- Water Use
- Waste Management
- Customer Satisfaction

Saudi Vision 2030 Pillars



An Ambitious Nation

Saudi Vision 2030 Objectives

Enhance government effectiveness

- Protect vital resources of the nation
 - ✓ Ensure sustainable use of water resources

Enable social responsibility

- Enable social contribution of businesses
 - ✓ Enhance businesses' focus on the sustainability of the economy
 - ✓ Enhance businesses' focus on their social responsibilities

Jahez Group material topics

- Water
- Occupational Health and Safety
- Local Communities
- Economic Performance
- Anti-corruption

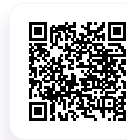
Relevant sustainability report sections

- Eight Subsidiaries: One Goal
- An Ambitious Growth Strategy
- Water Use
- Caring for Our People
- Caring for Communities
- Customer Satisfaction
- Responsible Procurement
- Governance Policies

Saudi Arabia's [Vision 2030](#) is a transformative and ambitious blueprint that aims to unlock the potential of the Saudi people and create a diversified, innovative, and world-leading nation. Jahez Group follows these guidelines to ensure everyone enjoys a high quality of life, a healthy lifestyle, and an attractive living environment. We are committed to promoting and revitalizing social development by creating an environment that supports

economic growth and job creation for all Saudis. We do this by leveraging our unique location and potential, attracting top talent, developing high-end technologies, and increasing our investment. By responsibly enabling these efforts, we can work together to achieve national development goals and fulfill responsibilities to our country, society, families, and ourselves.

Saudi Vision 2030 Pillars



A Thriving Economy

Saudi Vision 2030 Objectives

Grow and diversify the economy

- Grow non-oil exports
 - ✓ Develop promising local companies into regional & global leaders
- Unlock the potential of non-oil sectors
 - ✓ Develop the digital economy
 - ✓ Enable the development of the retail sector
- Position KSA as a global logistics hub
 - ✓ Improve local, regional & international connectivity of trade & transport networks

Increase employment

- Develop human capital in line with labor market needs
 - ✓ Build a lifelong learning journey
- Ensure equal access to job opportunities
 - ✓ Increase women's participation in the labor market
- Enable job creation to small- and medium-sized enterprises (SMEs) and micro-enterprises
 - ✓ Nurture and support the innovation & entrepreneurship culture

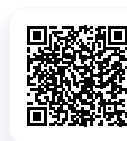
Jahez Group material topics

- Economic Performance
- Training

Relevant sustainability report sections

- Eight Subsidiaries: One Goal
- An Ambitious Growth Strategy
- A Growing Regional Footprint
- Digitalizing Lifestyle
- Caring for Our People

Saudi Vision 2030 Pillars



Green Initiative

Saudi Vision 2030 Objectives

- Reduce Carbon Emissions by 278 million tonnes per year
- Plant 10 billion trees
- Protect 30% of Saudi Arabia's land and sea by 2030

Jahez Group material topics

- Emissions
- Water
- Waste

Relevant sustainability report sections

- Responding to Climate Change
- Water Use
- Waste Management

Stakeholder Engagement

Our business model is designed to create shared value for all stakeholders, and their insights play a crucial role in shaping our ESG roadmap. By actively engaging with our stakeholders, we aim to build trust, form long-term partnerships, and contribute positively to society. We conduct formal consultations annually to determine and review our material topics, and we also engage throughout the year to meet the needs and address any concerns of relevant groups.

Jahez Group's Stakeholder Engagement

External

<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Group</u></p>  <p style="margin-top: 10px; font-weight: bold; color: white;">Customers</p>	<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Communication Approach</u></p> <ul style="list-style-type: none"> • Social-media channels • Marketing campaigns • Events • Annual reports • Digital applications • Call center and customer care • Website • Emails <p style="color: #f1c40f; font-size: 0.9em; margin-top: 10px;"><u>Key Sustainability Related Expectations</u></p> <p>Customers expect us to demonstrate responsible business practices, fair pricing, and high-quality services. They also expect us to prioritize data privacy and security, preserve their personal information, and sustain an exceptional experience with us through the offering of discounts, free delivery, and bundles.</p>
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External

<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Group</u></p>  <p style="margin-top: 10px; font-weight: bold; color: white;">Suppliers</p>	<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Communication Approach</u></p> <ul style="list-style-type: none"> • Contracts • Meetings • Tenders and invitations to bid • Phone calls • Emails <p style="color: #f1c40f; font-size: 0.9em; margin-top: 10px;"><u>Key Sustainability Related Expectations</u></p> <p>Suppliers expect us to adhere to fair trade practices, treat them as valued partners, and honor contractual agreements. They expect us to uphold responsible sourcing by promoting ethical labor practices, respecting labor rights, and minimizing environmental impacts throughout the supply chain. Suppliers also expect us to provide timely payments and maintain strong financial stability.</p>
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External

<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Group</u></p>  <p style="margin-top: 10px; font-weight: bold; color: white;">Governmental agencies</p>	<p style="color: #f1c40f; font-size: 0.9em; margin-bottom: 5px;"><u>Stakeholder Communication Approach</u></p> <ul style="list-style-type: none"> • Annual / sustainability reports • Audit and compliance report • Meetings • Press releases • Phone calls • Disclosures on investor relations web page <p style="color: #f1c40f; font-size: 0.9em; margin-top: 10px;"><u>Key Sustainability Related Expectations</u></p> <p>Government entities expect us to comply with applicable laws and regulations and contribute positively to the economy and local communities. They expect transparent and accountable disclosure of both our financial and non-financial performance and that we exhibit ethical conduct.</p>
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Stakeholder Engagement

External

Stakeholder Group



Community

Stakeholder Communication Approach

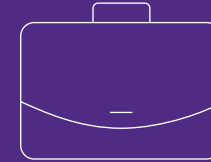
- Events and campaigns
- Donations
- Sponsorships
- Social media
- Website
- Advertising
- Annual / sustainability reports
- In App push notifications

Key Sustainability Related Expectations

The community expects us to contribute to responsible corporate citizenship through creating employment opportunities, empowering youth, and conducting social initiatives that impact the socioeconomic status of the local community. They expect transparent and open communication, where their feedback is heard and their expectations are met.

External

Stakeholder Group



Investors

Stakeholder Communication Approach

- Annual / sustainability reports
- Investor conferences
- Quarterly reports
- Emails
- Meetings
- Roadshows
- Phone calls
- Disclosures on investor relations web page

Key Sustainability Related Expectations

Investors expect us to disclose relevant financial and non-financial performance and align it with sustainability frameworks and enablers. They value the impact sustainability has on the return of investment and how we demonstrate ethical practices and value to our stakeholders.

External

Stakeholder Group



Partners / Non-Governmental Organizations (NGOs)

Stakeholder Communication Approach

- Annual / sustainability reports
- Emails
- Phone calls
- Campaigns
- Contracts
- Meetings

Key Sustainability Related Expectations

Partners / NGOs expect us to engage in an open dialogue, form purposeful collaborations, address social and environmental concerns, and share similar values. They also expect us to have sustained long-term engagements and supported their initiatives and campaigns, whether through marketing campaigns and/or sponsorships.



Stakeholder Engagement

Internal

Stakeholder Group



Shareholders

Stakeholder Communication Approach

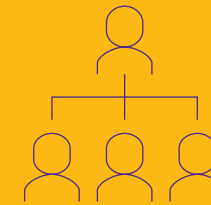
- Annual / sustainability reports
- Annual General Meeting (AGM)
- Emails
- Phone calls
- Earnings calls
- Disclosures on investor-relations web page

Key Sustainability Related Expectations

Shareholders expect us to prioritize long-term sustainable revenue growth and resilient and robust governance practices. They value transparent reporting on our financial and non-financial performance, and that we have strategic directions towards increasing our market share. Shareholders also expect us to align our business practices with sustainability goals and ensure that their rights are preserved.

Internal

Stakeholder Group



Board members

Stakeholder Communication Approach

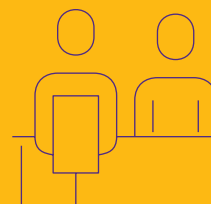
- Annual / sustainability reports
- Phone calls
- Emails
- Board meetings
- Seminars

Key Sustainability Related Expectations

Board members expect us to integrate ESG considerations into the Group's overall strategy and decision-making processes. Board members value effective risk-management practices and having clear oversight on sustainability-related performance. They expect regular reporting on our operations and proactive mitigation on any arising issues.

Internal

Stakeholder Group



Employees

Stakeholder Communication Approach

- Annual / sustainability reports
- Phone calls
- Training workshops
- Events
- Emails
- Performance reviews
- Meetings
- Seminars
- Intranet

Key Sustainability Related Expectations

Employees expect us to provide a safe, equitable, and inclusive workplace, where they are granted fair compensation, have competitive benefits, and are provided with development opportunities. They appreciate transparency and an open communication environment, and having a clear chain of command, and enjoying a defined career path.

Material Topics

Our ESG Roadmap is rooted in systematically analyzing the issues that matter most to our stakeholders and our organization.

Based on the GRI Standards 2021 and integrating elements of the IFRS Sustainability Disclosure Standards approach, the materiality assessment is essential for identifying and prioritizing our Group’s most significant sustainability issues and evaluating their potential impacts on our business. While we are still preparing a full-scale financial materiality assessment, we have identified crucial sustainability-related risks for each material topic.

We analyzed the rated and selected material topics. Thirty-three material topics were assessed, and more than 40 corresponding sustainability-related risks were identified. The risks were assessed for likelihood and severity using our enterprise risk management (ERM) framework, the **Committee of Sponsoring Organizations (COSO)** risk rating methodology, and the latest ISSB and GRI guidelines. The 11 most important topics for internal and external stakeholders were considered material for the Group from this list.



Jahez Group materiality matrix

Material topic	Significance for internal stakeholders	Significance for external stakeholders	Impact (COSO framework)
Environmental			
Energy	High	Moderate	10
Emissions	High	Moderate	10
Water ¹	Moderate	Moderate	10
Waste	Moderate	Moderate	8
Social			
Occupational Health and Safety	High	Moderate	12
Training	High	Moderate	9
Local Communities	Moderate	High	9
Customer Privacy	High	High	8
Customer Health and Safety	High	Moderate	8
Governance			
Economic Performance	High	Moderate	8
Anti-corruption	High	Moderate	8

¹ Material topic for Sol and Co only.

Sustainability-Related Risks per Material Topics

Material topics	Why is it important?	What risks are related?	How could they impact the Group?	What could be the direct financial effects?	What do we do to mitigate the risks?	What groups of stakeholders are affected?	What are our relevant policies?
Energy	Saudi Arabia's National Energy Efficiency Programme (NEEP) was launched in 2008 to promote the country's more efficient use of oil and gas. Considering this program's objectives, the Group must pay special attention to risks associated with increased energy usage, carbon emissions, and rising fossil fuel costs.	<ul style="list-style-type: none"> Increased energy usage Increased carbon footprint and emissions Increased purchase cost of fossil fuel 	Given the Group's core operations in delivery services, a heavy reliance on fossil fuels can cause issues in the event of fuel price changes or new regulations on emissions. This applies to both its own and outsourced vehicle fleets, which contribute to carbon emissions, as well as the energy-intensive cooling, lighting, and administrative operations in office environments.	Rise in costs of fossil fuels and electric energy	<p>Jahez has embarked on an ESG management framework, which seeks to define policies that include energy conservation, monitoring ESG performance, and taking necessary action to optimize electricity and fossil fuel usage.</p> <p>The Group deliveries are scheduled considering the most fuel-efficient route and speed. Energy-efficient equipment was installed in offices. There are also behavioral changes and investments in renewable energy under consideration.</p>	<ul style="list-style-type: none"> Shareholders Customers Suppliers Employees Society NGOs 	Jahez Group is currently working on developing a set of consumption policies.
Water¹	<p>The Water Act of Saudi Vision 2030 requires all private and governmental bodies to consider water-use rationalization and "Water Feasibility" standards when studying project economic feasibility. Society in all the Group's regions of presence also has a growing concern about water usage.</p> <p>The topic is material for Co due to the risks associated with its perceived contribution to water scarcity and potential brand reputation damage despite its low-impact water usage, primarily for kitchen operations.</p>	<ul style="list-style-type: none"> Perceived and potential contribution to water scarcity because of excessive usage of groundwater in operations Brand reputation risk if seen to be insensitive to water conservation 	Given the nature of Co Kitchen's operations, which are predominantly service-oriented and office-based, water usage is concentrated primarily in kitchen operations. Potential risks include rising water costs due to increased demand or local water scarcity, which could disrupt operations and lead to higher operational expenses.	The usage of water is relatively low, with a low financial impact	Water conservation is considered an important topic, and water conservation equipment and water-saving mechanisms have been incorporated into the design of kitchens. Staff are encouraged to conserve water in offices.	<ul style="list-style-type: none"> Shareholders Customers Suppliers Employees Society NGOs 	Jahez Group is currently working on developing a set of consumption policies.

¹ Material topic for Soland Co only.

Material Topics

Material topics	Why is it important?	What risks are related?	How could they impact the Group?	What could be the direct financial effects?	What do we do to mitigate the risks?	What groups of stakeholders are affected?	What are our relevant policies?
Emissions	<p>Saudi Arabia has announced the Greenhouse Gas Crediting and Offsetting Mechanism (GCOM). It enables companies to adhere to a set number of carbon credits representing their permitted emissions. If a company produces more emissions than its allocation, it must buy additional credits from other companies that produce fewer emissions.</p> <p>KSA also regulates Air Pollution and emissions, such as VOCs¹. It requires environmental impact assessments for projects with significant emissions or other environmental impacts.</p> <p>The topic is important to the Group due to the risks associated with significant GHG and other emissions from its constituent business operations. If the group is not seen as acting on climate change, this could impact financial performance and brand reputation.</p>	<p>Increased emissions from the use of fossil fuels in operations</p> <p>Increased carbon footprint and other vehicular emissions</p> <p>Reputational damage if perceived as not acting on climate change</p> <p>Interruption of business operations because of natural disasters induced by climate change (physical risk)</p> <p>Business and financial risks of making investments and moving to a low-carbon business model (transitional risk)</p>	<p>Given the nature of the Group's operations, which are mainly delivery service-oriented or office-based, transportation and office usage significantly impact carbon and other emissions.</p> <p>Brand reputation impacts may exist for Jahez if it is not seen as taking steps to reduce its carbon and energy footprint.</p>	<p>Fines for non-compliance with emissions regulation</p> <p>Additional costs of buying carbon credits</p> <p>Reputational damage to the value of the brand</p>	<p>Jahez has embarked on an ESG management framework that seeks to define policies that include energy conservation, mentoring ESG performance, and taking the necessary action to optimize electricity and fossil fuel usage through energy-efficient vehicles, equipment, processes, behavioral changes, and investments in renewable energy.</p>	<ul style="list-style-type: none"> Shareholders Customers Employees Local communities Society Government agencies 	<p>Jahez Group is currently working on developing a set of climate-related policies.</p>
Waste	<p>Saudi Arabia Waste Management Law regulates the transport, segregation, storage, import, export, safe disposal of waste, and all other related activities.</p> <p>For the Group, the topic is essential due to the risks of environmental pollution, improper waste disposal by waste disposal contractors, and reputational damage from contributing to landfills, especially with hazardous waste.</p>	<p>Environmental pollution</p> <p>Dumping of waste by licensed third-party contractors</p> <p>Lack of waste segregation leading to unsorted waste (especially e-waste) sent to landfill</p>	<p>Reputational impacts of being seen as a contributor to environmental pollution.</p>	<p>Reputational damage and fines</p>	<p>Jahez has embarked on an ESG management framework that seeks to identify material topics and define policies that include responsible waste management, especially concerning e-waste.</p>	<ul style="list-style-type: none"> Shareholders Customers Employees Local communities Society Government agencies NGOs 	<p>Jahez Group is currently working on developing a set of waste management policies.</p>
Occupational Health and Safety	<p>Legislation on occupational safety and health in KSA is mainly contained in the Labor Code, Social Security legislation, and the National Policy on Occupational Safety and Health.</p> <p>The topic is important for the Group due to the risks of injury, fatalities, and reputational damage from not providing a safe work environment, which impacts both staff well-being and corporate image.</p>	<p>Injuries and fatalities to staff and contractor personnel</p> <p>Brand reputation risk if seen as not providing to be a safe and secure work environment</p>	<p>Loss and injury to staff and workers.</p> <p>Reputation loss for the Group.</p> <p>Potential legal and regulatory ramifications and pressure from customers, employees, and society.</p>	<p>Direct financial impacts arising from loss of productivity for the Group, loss of brand reputation, loss of life/injuries to staff</p>	<p>Jahez has embarked on an ESG management framework, which seeks to identify material topics and define policies that enhance Employee H&S and well-being in the workplace.</p>	<ul style="list-style-type: none"> Employees Shareholders Customers Society Government agencies 	<p>—</p>

¹ VOC – Volative Organic Compounds.

Material Topics

Material topics	Why is it important?	What risks are related?	How could they impact the Group?	What could be the direct financial effects?	What do we do to mitigate the risks?	What groups of stakeholders are affected?	What are our relevant policies?
Training	Without adequate employee training, the Group is subject to the risks of not meeting quality and customer expectations, leading to lower productivity, customer dissatisfaction, and staff morale issues, ultimately affecting talent retention.	Risk of not meeting quality and customer expectations because of reduced training and investment in staff skills upgrade	Lower productivity Customer dissatisfaction Lower staff morale Talent attrition	Potential direct financial impact in the event of quality drop, rework, and loss of customers due to not meeting expectations	Training needs are identified at the beginning of every year by divisions. There is continuous training for drivers and office staff to upgrade and maintain skill levels and ensure proper customer relationship management at all levels.	<ul style="list-style-type: none"> • Employees • Shareholders • Customers 	Code of Conduct HR Handbook Whistleblowing Policy
Local Communities	According to the Companies Act 2013, large companies in Saudi Arabia must spend 2% of their net profits on Corporate Social Responsibility (CSR) activities. The Saudi government also enacted a corporate governance code to align with international standards, including CSR principles. Overall, society expects large corporations to invest in CSR and community projects. Due to the risks of not meeting these expectations, which could lead to challenges in obtaining a social license to operate, this topic is considered material for the Group.	Risk of not meeting the expectations of local communities and not achieving a social license to operate	As the Group operates in a services-based industry in developed townships, local communities are impacted by the work of the Group.	The Group's operations significantly affect surrounding communities, leading to direct financial impacts. These include costs for addressing environmental or social issues, such as pollution control, community programs, or legal liabilities. Additionally, CSR activities like local infrastructure or education projects may result in immediate expenses, while neglecting them could lead to financial penalties or reputational damage.	Jahez participates and contributes through sponsorships to several social initiatives.	<ul style="list-style-type: none"> • Shareholders • Employees • Local communities • Society 	Social Responsibility Policy Charter (Terms of Reference) of the Audit and Risk.
Customer Privacy	Saudi Arabia's Personal Data Protection Law (SDPL) regulates data protection and establishes strict data-protection and privacy standards. This is a critical material topic for the Group due to the risks of reputational damage, legal claims, and potential business impacts arising from the compromise of customer intellectual property and confidential information.	Customer information and intellectual property leakage	Reputational loss, claims, and compensation. Potential loss of business because of loss of customer intellectual property and confidential information.	Reputational loss, claims, and compensation Potential loss of business	Records, files, and data maintained digitally are stored securely, with an IT Policy in place for backups and information security.	<ul style="list-style-type: none"> • Customers • Shareholders • Employees 	Jahez Group Privacy Policy Stakeholder Protection Policy Risk Policy

Material Topics

Material topics	Why is it important?	What risks are related?	How could they impact the Group?	What could be the direct financial effects?	What do we do to mitigate the risks?	What groups of stakeholders are affected?	What are our relevant policies?
Customer Health and Safety	<p>The Saudi Standards, Metrology, and Quality Organization (SASO) enforces Saudi Arabia’s product quality regulations through the Saudi Product Safety Program (SALEEM). SALEEM’s Technical Regulations (TRs) are based on a product’s nature, safety, performance, application, and environmental and consumer risks.</p> <p>Risks of potential food contamination and poor handling during the storage, transportation, and distribution phase could lead to reputational damage, claims, and loss of business for the Group.</p>	<p>Potential contamination or poor handling of food during delivery</p>	<p>Loss of reputation, claims, and compensation</p> <p>Negative media publicity</p> <p>Reputational damage</p> <p>Customer concerns and possible loss of business</p>	<p>Loss of reputation, claims, and compensation</p> <p>Decrease in revenue</p> <p>Customer concerns and possible loss of business</p>	<p>Regular inspections of delivery vehicles</p> <p>Stringent hygiene protocols for delivery items handling</p> <p>Real-time tracking of deliveries to ensure timely and safe arrival</p> <p>Comprehensive training programs for delivery personnel on safe driving and food handling practices</p>	<ul style="list-style-type: none"> • Customers • Shareholders • Employees • Local communities 	<p>Jahez Group Product and Delivery Time Policy</p>
Economic Performance	<p>The topic directly impacts shareholder returns and operational resilience, especially regarding political, macroeconomic, and climate change-related risks.</p>	<p>Risk of not meeting shareholder return expectations due to political or macroeconomic factors</p> <p>Interruption of business operations because of natural disasters induced by climate change (physical risk)</p> <p>Business and financial risks of making investments and moving to a low-carbon business model (transitional risk)</p>	<p>Inability to operate, delays, and loss of business</p> <p>Health and safety incidents</p> <p>Risk of not meeting stakeholder expectations to recommence operations quickly (in case of natural disasters)</p> <p>Brand reputation risk if the Group doesn’t appear to be well prepared to recommence operations quickly</p> <p>Lower returns on investment and sub-optimal usage of funds if such funds are deployed in low-carbon technologies that do not yield lower operating costs or increased sales</p>	<p>Risk of not meeting economic performance and ROI expectations</p> <p>Rise in insurance costs and employee compensation</p> <p>Losses from business interruptions and delays</p>	<p>Continuous monitoring of macro and political environment by Senior Management</p> <p>Examining and pursuing responsible investment opportunities that can have a positive and long-lasting impact on stakeholders, society, and the environment</p> <p>Minimizing impacts of low likelihood climate-change weather patterns</p> <p>Insurance coverage to protect physical assets and personnel</p> <p>Fire and other emergency evacuation plans</p> <p>Assessment of ESG investments for both financial and non-financial feasibility</p>	<ul style="list-style-type: none"> • Shareholders • Employees • Suppliers • Local communities • Government agencies 	<p>Risk Policy</p>
Anti-corruption	<p>Even negligible risks of internal and external corruption and bribery may affect brand reputation, leading to reputational damage and the failure to meet societal expectations.</p>	<p>Incidents of internal and external corruption and bribery in transactions and operations</p>	<p>Reputational risk to the Group.</p> <p>Risk of not meeting societal expectations of being a responsible corporate citizen.</p>	<p>Losses due to possible legal lawsuits and reputational damage</p>	<p>Internal audit and financial control processes.</p> <p>Regular review of the governance model to ensure transparency and fairness.</p>	<ul style="list-style-type: none"> • Shareholders • Customers • Employees • Local communities • Government agencies 	<p>Corporate Governance Manual</p> <p>Code of Conduct</p> <p>Whistleblowing Policy</p>

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Environmental Impact

We recognize the impact of our operations on climate change and the environment. Therefore, we are committed to minimizing our environmental footprint and protecting the natural resources on which we depend. Through innovative and digital solutions and stakeholder engagement, we strive to continuously improve our performance and ensure transparency.



Environmental Progress Dashboard

Strategic priority

Progress

Responding to climate change



- GHG inventories established using a robust methodology
- Scope 1, 2, and 3 GHG footprints reported, with detailed breakdowns
- Climate strategy governance framework initiated in alignment with the broader ESG Roadmap

Water conservation



- Several water-saving initiatives are in place across our subsidiaries

Waste management



- 1,290 kilograms (kg) of material recycled
- Internal awareness campaigns conducted
- Waste measurement and monitoring systems in progress to track more detailed waste metrics and identify areas for improvement

Responding to Climate Change

As a technology and service sector business, our indirect emissions constitute most of our emissions contribution. However, we recognize our responsibility to reduce emissions associated with our offices and transport while engaging customers to play their part through our digital platforms.

Approach

We follow the Tadawul ESG Disclosure Guidelines, which helped us define policies and actions that optimize electricity and fossil fuel usage. As part of our ESG management framework, we focus on vehicle fuel efficiency and energy efficiency across our sites and engage employees in adopting climate-smart practices.

Taking climate action is a priority for Jahez Group from both a risk and an opportunity perspective. As a business exposed to fuel price volatility risk through many of our subsidiary delivery models, we must explore opportunities supporting a more secure and price-stable vehicle fuel supply. This is exacerbated in our operating region as the government reduces subsidies on diesel, signaling possible lower gasoline subsidies in the future. The fuel price/security risk is such that we are actively optimizing delivery routes for fuel efficiency while also considering policies on vehicle type to reduce emissions per journey (e.g., replacing cars with motorcycles).

Understanding and reducing our GHG emissions is the first step in addressing climate change. In 2023, our sustainability team began a comprehensive data-gathering exercise to establish detailed inventories of GHG emissions. Jahez maintains and manages GHG emissions inventories through a carbon accounting platform made in Saudi Arabia.

Currently, we are developing a reduction transition plan encompassing operational efficiency, policies, technology adoption, and carbon offsetting. Our next step is to create a robust climate-related strategy and associated management system, informed by international leading frameworks and standards, by 2026.

In 2024, the Group plans to conduct climate strategy sessions to identify critical climate-related risks and opportunities and develop climate change policies, risk mitigation measures, tools, and strategies for managing GHG emissions.

Responding To Climate Change

Climate Governance

Our climate governance system is currently under development. After it is fully developed, the Jahez International Board of Directors will oversee the Group’s climate-related strategy and initiatives. The CEO and senior management team will execute the climate-related management strategy and integrate climate considerations into business operations.

We aim to deliver climate literacy training for our senior leadership and new internal ESG Committee. The training will cover themes, terms, concepts, and climate-related tools.

Climate Risk Management

In 2023, we commissioned a third-party expert-led Climate Risk Assessment for the Group. It followed a rigorous methodology to assess regional physical and chronic climate risks within the global climate pathways defined by the Intergovernmental Panel on Climate Change (IPCC).

Physical and chronic climate risks

Saudi Arabia has significant climate vulnerability, with 38% of the country comprising deserts and 76% of total land considered non-arable. KSA has no rivers or natural lakes and relies on aquifers for several uses, mainly agriculture and desalinated seawater for the rest of its freshwater needs. Saudi Arabia’s fresh water supply is primarily powered by hydrocarbon energy sources, making access to potable water affordable to all inhabitants. Today, Saudi Arabia is the world’s largest producer and consumer of desalinated seawater, representing 22% of global desalinated water production.

Climate changes are expected to affect other environmental factors, such as rising sea levels and terrestrial ecosystems. Adverse changes to these factors may incur economic loss and add stressors to agriculture within the country. Increased temperatures may affect mobility during peak temperature hours and work outdoors, potentially affecting several sectors of the economy.

With **76%** of non-arable land, Saudi Arabia has significant climate vulnerability



Jahez Group Exposure

The effects of physical and chronic climate risks on Jahez operations are potentially numerous. The risk of extreme heat and the frequency of extreme heat events possibly affect delivery operations during the hottest days of the year. This is especially true with third-party delivery drivers’ increased use of motorcycles. The effect of coastal high relative humidity during the summer also poses a significant risk to delivery operations for third-party delivery drivers using motorcycles.

Flash floods pose a risk of disrupting Jahez operations in relevant regions. Sandstorms are likely to affect operations due to low visibility and the risk of traffic accidents. The effect of sandstorms on human health, especially on people working outdoors, remains prevalent, particularly for those who experience respiratory problems.

Opportunities to mitigate and adapt to climate risks

Understanding the physical and chronic risks that may affect Jahez is crucial to identifying opportunities to mitigate or adapt to said risks. To avoid the worst of climate change, the global community must reduce emissions over the coming decades. Jahez has taken the first steps towards concrete climate action by adopting a proactive approach toward climate action and creating a comprehensive sustainability roadmap.

Adaptation is an essential topic that may reduce the adverse effects of climate risks on Jahez’s daily operations. Adaptation can take several forms, including adopting new technologies, automation, hazard detection, and other solutions.



GHG Emissions

Assessment

In 2023, we established accurate emissions inventories, enabling broader environmental metric transparency for Jahez Group stakeholders. After thoroughly analyzing the organization’s business activities, the inventory represents emissions from all Jahez companies covering a range of operational activities deemed material. The standards employed in calculating GHG emissions inventories were:

- GHG Protocol Corporate Accounting Reporting Standard
- GHG Protocol Corporate Value Chain Accounting Reporting Standard

In line with the standards employed, we considered the operational control parameters for:

- Jahez Delivery (Saudi Arabia, Bahrain and Kuwait)
- Logi

However, the financial control parameters were considered for:

- Co (at 60% financial control)
- Marn (at 100% financial control)

This was decided due to Co and Marn’s independent operational control from the Jahez Group management team, while Jahez and Logi operations are under the Jahez Group’s direct control.

Activities covered are as follows:

Activity	Scope / Category	Description
Tailpipe emissions from Logi-owned cars	1	Direct emissions from tailpipe emissions produced by Logi-owned cars for group delivery activities
Emissions from grid electricity	2	Indirect emissions produced from the electricity consumed across all group companies
Emissions from third-party delivery cars	3, category 9	Indirect emissions from the tailpipe emissions of third-party delivery drivers for group activities
Emissions from data-center hosting services	3, category 8	Indirect emissions produced from the data-centers hosting services
Emissions from business travel	3, category 6	Indirect emissions produced from business travel
Emissions from employee commute	3, category 7	Indirect emissions produced from employees commuting to work

Performance

In 2023, total GHG emissions were 50,420.32 metric tons of CO₂ equivalent (tCO₂e). Due to the expanded scope of the new inventory, there is no comparator to the previous year, and this is our new baseline. The inventories show that most of Jahez Group’s emissions are indirect, which is consistent with the nature of its operations.

The highest contributing activities to the inventories are the operational emissions from delivery services by third-party drivers with 38,397.71 metric tons of CO₂ equivalent. This is consistent with the nature of Jahez’s operations, as it is one of the largest delivery aggregators in the region.

Scope 1		tCO ₂ e
All	Logi-owned vehicle emissions	9,599.43
Scope 2		tCO ₂ e
KSA	Jahez KSA	232.42
Bahrain	Jahez Bahrain	64.40
Kuwait	Jahez Kuwait	29.94
KSA	Co Kitchens	888.82
KSA	Logi	939.87
KSA	Marn	25.96
Scope 3		tCO ₂ e
All	Jahez third-party vehicle emissions	38,397.71
KSA	Employee commute	226.70
KSA	Business travel	14.77
KSA	Data-center server hosting	0.294
Total		50,420.32

Responding To Climate Change

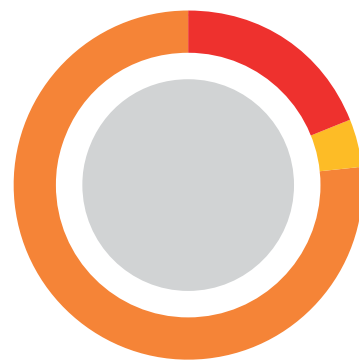
The second highest contributor to emissions inventories were delivery activities by Logi operations, which serve both Jahez delivery and Logi last-mile logistics services, at 9,599.43 tCO₂e.

Lastly, emissions from grid electricity consumption were the third highest contributor to GHG emissions inventories, at 2,181.41 tCO₂e across all Jahez Group companies.

28.25 gCO₂e

per 1 SAR of revenue was the GHG emissions intensity in 2023

Breakdown of the GHG emissions by scope, %



19.04 ● Scope 1
4.33 ● Scope 2
76.63 ● Scope 3

Energy consumption

Under our ESG management framework, we focus on vehicle fuel efficiency, renewable energy investing, site efficiencies, and engaging employees in climate-smart practices. We are currently developing energy consumption policies under our ESG roadmap for 2023-2026.

In 2023, the total electricity consumption for the Group was 4,878.75 megawatt hours (MWh), which is more than 2.2 times higher than the previous year. This is due to the increase in the number of operations. We use grid electricity, of which Saudi Arabia generates approximately 2% from renewables.



Water Conservation

While Jahez Group does not operate in a water-intensive sector, we operate in a region of growing water stress and fully support policies and programs to conserve water, including the Water Act of the Saudi Vision 2030. We are therefore taking steps to monitor and reduce water consumption across our subsidiaries.

Approach

As conveyed in the [Saudi National Water Strategy](#), water is central to economic and social development; it is vital to basic human needs, managing the environment, and sustaining economic growth. However, with limited reserves of non-renewable groundwater, KSA – and many of its neighbors – is facing severe challenges to water availability. Unsustainable consumption exacerbated by climate change-related droughts puts tremendous pressure on individuals and organizations to conserve water.

The Water Act of the Saudi Vision 2030 requires all private and governmental bodies to consider water use rationalization and “water feasibility” standards. We welcome this as we develop formal policies and measurement methodologies as part of our ESG Roadmap evolution.

Co is the only subsidiary that uses water operationally on its premises. All other subsidiaries consume water in their office air-conditioning and sanitation systems.

Across our subsidiaries, we seek to implement water conservation measures and engagement, from kitchens to offices.



The water we use is **100%** desalinated seawater

Waste Management

We take a responsible approach to environmental stewardship, adopting eco-efficient practices as per the Saudi Green Initiative. Focusing on single-use plastics in our e-commerce and logistics segments, we are finding ways to avoid waste and help drive a circular economy.

Approach

The main waste types generated are paper, plastic, and cardboard. Adopting the “three Rs” approach of reduce, reuse, and recycle, we seek to avoid waste creation at source through optimized planning and operational excellence initiatives. We are developing formal policies and measurement methodologies as part of our ESG Roadmap evolution.

In 2023, we recycled 1,290 kg of waste at our Saudi facilities. Having completed an audit of our waste management practices in 2023, we are formalizing waste measurement and monitoring systems to track more detailed waste metrics and identify areas for improvement and targeted waste reduction strategies.

Through regular communication and training with employees and cleaning contractors, we raise internal awareness of the importance of waste management and sustainable practices. This includes promoting recycling initiatives in the head office, reducing single-use items, conducting awareness campaigns, and developing initiatives with our partners for reverse-vending machines.



Innovation in Action

Reducing plastic waste with a waste management system

As part of our corporate social responsibility endeavors, in 2023 we launched an initiative designed to reduce plastic waste.

As a first of its kind in KSA, Jahez app-based customers receive a discount when they deposit plastic containers in AI-powered reverse-vending machines.

In total, 802 containers were collected – not only avoiding plastic waste and pollution but also saving 12 kg of carbon and 56 gallons of water!

802 containers

were collected in AI-powered reverse vending machines



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Social Impact



We are dedicated to creating a positive and inclusive workplace culture and to supporting the well-being of our employees, customers, and communities. The Jahez Group's values of innovation, trust, excellence, passion, and respect are evident in our prioritization of customer service and in the ways we invest in our people and wider society across Saudi Arabia and other countries where we have a presence.

Social Progress Dashboard

Strategic priority

Progress

Customer experience



- AI-powered “Explore” feature launched for Jahez, Blu, and PIK customers
- Customizable portal optimized for customer merchant partners
- 0 complaints relating to customer privacy/ data security
- 1.6 million customer survey responses received

Caring for our people



- 190 new hires
- 26.7% increase in the total remuneration paid
- Best Place to Work® for 2023-2024
- ~28% increase in women in the workforce
- Platinum status, Nitaqat Saudization program
- Zero TRIR and LTIR

Caring for society



- 97% of procurement spent with local businesses
- ~80% of suppliers screened for ESG risks
- 22% of suppliers SMEs
- 35% stake investment in Sol, adding end-to-end digital procurement

Commitment to Human Rights

Across the Jahez Group, we are unified in our unwavering commitment to uphold all essential international human and labor rights.

We take a zero-tolerance stance to any actual or suspected use of child labor, modern slavery, forced labor, or human trafficking. This commitment, made clear in our Group Code of Conduct, aligns with decision No (662) of the Saudi Arabia Council of Ministers regarding human rights. It extends from our employees to our contractor partnerships and broader business relationships.

Our Code of Conduct, which sets the standards for behavior and ethics within Jahez, explicitly forbids discrimination, harassment, bullying, and other inappropriate conduct. Trust and respect are two core values for upholding ethical business conduct, compliance with regulations, and responsible behavior (see page 92).

The Group Legal department oversees human rights matters, including developing relevant policies and processes such as our Whistleblowing Policy and Grievance process, which outlines how employees, contract workers, or stakeholders can report concerns without fear of retaliation or retribution.



Customer Experience

We are proud to deliver an exceptional customer experience group-wide. Our data-first approach to driving customer loyalty reflects our dedication to digitalization for operational excellence.

Personalized, Data-First Service

Our user-friendly mobile app and website interface allow customers to navigate menus effortlessly, search for specific cuisines or restaurants, and customize orders to their preferences. We offer multiple secure payment options, including cash on delivery and online payment methods, providing customers with flexibility and convenience.

2023 was notable for the increasing use of artificial intelligence (AI) in our marketing initiatives. Customer segmentations and multi-cuisine classifications based on an in-house AI algorithm significantly enhanced the customer experience during the year.

Daily analysis of comprehensive feedback reports helps us to identify prevalent issues and implement effective solutions. Continuous evaluation of customer satisfaction feedback and competitor analysis drives ongoing improvement initiatives across all apps and media channels, enabling us to address market gaps.

By implementing data-first principles in our customer service, we contribute meaningfully to society. We always recognize the responsibility to safeguard customer information and data accompanying this approach.

Responding to Feedback

Our top corporate priorities are ensuring customer satisfaction and promptly responding to feedback. To continuously enhance the customer experience, we collect feedback from customers and partners. Customers can provide ratings and reviews for restaurants and delivery services and quickly contact our Customer Support team through the app, social media, email, or phone. Our processes ensure that any issues are promptly and efficiently addressed.

performance indicators (KPIs). All feedback, both positive and negative, is objectively evaluated to offer recommendations for improvement.

When a complaint is received, our customer support team carefully assesses and verifies the incident, working swiftly to resolve it. If the customer's request is disputed or rejected, the customer is informed and appropriately compensated.

Our annual satisfaction survey collects extensive feedback, with over 1.6 million responses received in 2023. In marketing, a detailed customer experience report is compiled after each campaign, including measurements of interactions and key

In 2023, we successfully addressed and resolved over 2 million customer issues. Additionally, we improved our KPI to reduce the turnaround time in resolving issues related to our delivery agents and restaurants.

Customer Data Privacy and Security

We understand the importance of safeguarding customers' data and are committed to implementing robust measures to protect their privacy and security throughout our business practices.

Data protection

We comply with all applicable data protection laws and regulations. At Jahez Group, we collect and retain only the necessary customer information required to fulfill our business obligations. Data is collected, processed, and stored securely and lawfully.

Currently, we are working with a vendor to implement changes as per the Saudi Arabia Personal Data Protection Law regulations, which became fully enforceable on 14 September 2024. We aim to enhance our data protection policies and fully comply with the new legal requirements.

Consent

We obtain stakeholder consent to collect, use, and share their personal information. We also provide stakeholders with access to their information and the ability to update or correct it.

Third-party compliance

We hold our third-party partners and service providers to the same high privacy and security standards. We carefully select vendors committed to protecting stakeholders' information and ensure appropriate data-processing agreements are in place.

Confidentiality

We maintain strict confidentiality regarding stakeholder information during and after business interactions. Access to sensitive data is limited to authorized personnel and conducted for legitimate purposes.

Incident response

We immediately address any data breaches, conduct thorough investigations, and implement measures to prevent similar incidents. In 2023, one reported personal data breach was rapidly and robustly addressed, with lessons shared across the Group.

Information security

We employ comprehensive information security measures to protect stakeholders' data from unauthorized access, loss, misuse, alteration, or breaches. This includes utilizing secure networks, firewalls, and access controls.

Caring for Our People

As a business rooted in innovation, we depend on exceptional local talent. We are committed to being an employer of choice, investing in growth and excellence, and ensuring all employees are empowered, motivated, and recognized for their contributions.

Best Place to Work

We are proud to have been listed as a Best Place to Work® and Great Place to Work® for three years. The 2023 survey showed 80% employee satisfaction, with particularly strong scores in teamwork, workplace, and corporate social responsibility. The employee survey was conducted online, and we received a 62% response rate, surpassing the minimum required.

Great Place to Work® in 2021 and 2022

Best Place to Work® in 2023

80%
employee satisfaction rate

Leadership	85%
HR Practices	80%
Compensation	68%
Benefits	77%
Teamwork-Relationship	86%
Employee Engagement	77%
Workplace	87%
Corporate Social Responsibility	85%

Learn more about our Great Place to Work certification [here](#)

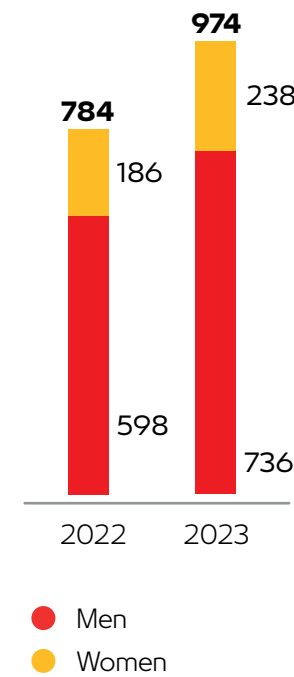


Ongoing employee engagement is vital to our collaboration, innovation, and inclusivity culture. Our employee engagement initiatives are diverse and include opportunities for career development, wellness programs, and team-building activities, among other initiatives that promote work-life balance and foster a positive work culture.

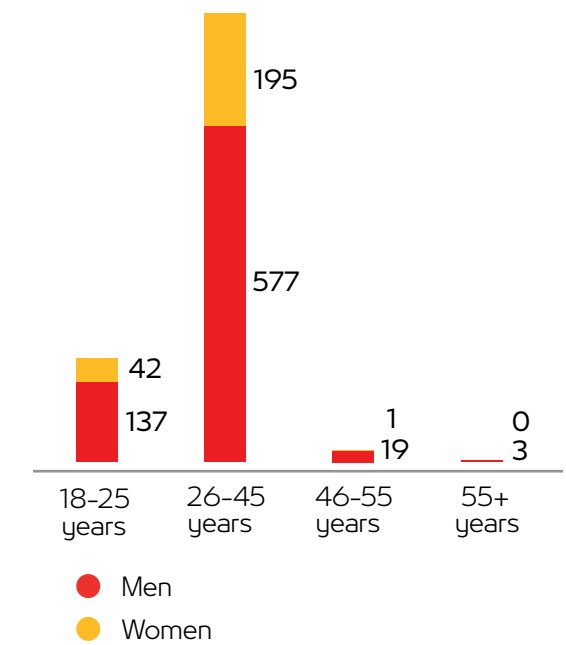
Workforce Profile

In 2023, 100% of our positions were occupied by full-time employees. Flexible work arrangements, including remote working, are available.

Total full-time employees (excluding drivers and interns)



Full-time employee structure per age and gender in 2023



2,400
full-time drivers

18
trainees

Caring for Our People

Talent Attraction

While Saudi Arabia continues to evolve its tech sector to meet the rapid pace of digital transformation, skills shortages in this area remain an ongoing challenge—a trend mirrored in many countries worldwide. We have continued to play our part by creating high-quality job opportunities and hiring 341 recruits in 2023 (a 2.7% increase compared to 2022). We also have a detailed Succession Plan created with expert input from specialist consultants.

During the year, we saw several key developments to attract top talent. First, we have enhanced our recruitment processes to identify skills gaps and match them to job requirements.

Second, we have expanded partnerships with local educational establishments, such as King Saud University, King Fahd University of Petroleum and Minerals, Prince Sultan University, Prince Mohammed bin Salman bin Abdulaziz Foundation, Saudi Digital Academy, Tuwaiq Academy, and the Human Resources Development Fund’s Tamheer program. These collaborations seek to fill the gap between young graduates entering the workforce and available jobs.



Diversity and inclusion

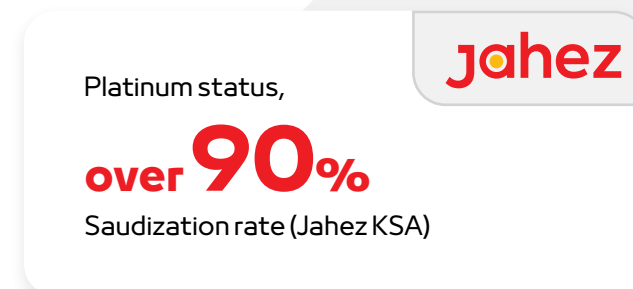
We work proactively to create a culture where diversity is celebrated and everyone feels respected, valued, and empowered. Currently, we are developing a new Diversity Policy. Our focus, reflecting regional demographics and the Saudi Vision 2030, is about opening opportunities for women, youth, and regional nationals. By empowering such groups, we contribute to a more equitable society and pave the way for future generations. Thanks to the enhanced talent recruitment processes, we were pleased to increase our female headcount by almost 28% last year, bringing the total to 238 by the end of the year. Currently, women make up 24% of our workforce. Jahez Group recognizes diverse age representation in the workforce adds significant value for a company, as it brings together a broad range of knowledge, skills, perspectives, and experiences.

To attract young talent, we offer an internship program to recently graduated students. During the 3-month training period, interns receive a monthly payment of SAR 6,000. Based on the evaluation of interns, Jahez Group then decides if the internship period is concluded or extended or if the intern will be offered an employment opportunity. In 2023, we had 18 trainees.

We place great importance on the training and employment of people with disabilities. The share of people with disabilities in our total workforce was 1% in 2023. We are working to ensure our premises, particularly any new offices, prioritize accessibility needs.

Saudization

Jahez Group complies with the Saudization requirements of the Nitaqat program, where our status is “Platinum.” The Saudi Ministry of Human Resources and Social Development program encourages institutions to employ Saudi local talents. Companies in the Platinum or Green categories are deemed to have met Saudization requirements that at least 90% of the workforce be Saudis. Among Jahez KSA’s 643 employees, 90% are Saudis.



Caring for Our People

Anti-harassment and Anti-discrimination

We are committed to a workplace culture free from harassment, bullying, and discrimination of any kind. While a specific Anti-Harassment Policy is still under development, these principles are included in the Group's Code of Conduct. Any employee is invited to report concerns following our Grievance and Appeal Policies. As a result of our efforts, there were no discrimination or harassment incidents during the reporting period.

Our culture encourages all feedback without fear of retaliation or judgment. Our Open-Door Policy encourages employees to communicate their concerns with all levels of management. The comprehensive Grievance and Appeal Policies

outline each employee's right to submit a grievance request. These may be submitted via email and will be responded to or addressed promptly within five days. The communication chain involves the head of the identified department, the HR manager, and senior management. If the complaint is not resolved by the respective management level to which it was submitted, the employee has the right to raise and escalate the grievance to the second level of command and so on to the third level. All filed complaints and grievances are handled in a just, accountable, and fair way. As a result of our efforts, we managed to maintain zero employee complaints in 2023.

Reward and Engagement

We set a competitive, performance-based remuneration benchmark for employees at all levels and provide additional compensation, medical insurance, housing and transport allowances, stock options, and other benefits. The total remuneration in 2023 was SAR 280 million, a 26.7% increase from the previous year. The ratio of the average women's salary to the average men's salary was 94%. The standard entry-level wage is the same for male and female employees. Our entry-level wages range from SAR 6,000 to SAR 20,000, depending on the position, and they are significantly higher than the minimum monthly wage for Saudi workers

in the private sector as stipulated by the law (SAR 4,000). As one of the motivation tools, we provide access to the Employee Stock Option program, which the Group is looking to redesign to enhance its effectiveness and better align with employee and shareholder interests. In 2023, 345 employees held the company's shares under this program. A post-employment defined benefit plan aligns with Saudi Labor Law. It is based on employees' final salaries and allowances and their cumulative years of service, as stated in the laws of KSA. As of 31 December 2023, our defined benefit obligations were SAR 17.3 million.

Training and development

By strategically investing in training, upskilling, and reskilling, we enhance talent attraction and retention and support our business's growing requirements. As part of our Succession Plan, our "career pathing" approach helps identify individual strengths and potential. In 2023, Jahez Group invested SAR1.9 million in employee training and development. Overall, an average of 32 hours of training per employee was delivered. Training is facilitated on a needs-based basis per the requirements of each business division. Our HR division has recently conducted a Training Needs Analysis to address skills gaps better. We will report back on this in our next report.

In 2023, our Transformational Leadership Program for C-level and management continued to apply best practices for managing, leading, and supervising diverse teams. Meanwhile, in partnership with the Tamheer program run by the Human Resources Development Fund, our paid internship program provides fresh Saudi graduates with on-the-job training to prepare them for the demanding labor market. In the last three years, Jahez, Logi, and Blu have trained 122 graduates as interns under the program, with 61 being appointed permanent employees.

Performance Reviews

Employees who have completed three months or more undergo annual performance evaluations. The transparent and fair process covers objectives, performance appraisals, and achievements. Managers provide clear feedback and remuneration recommendations, where applicable, based on CEO approval and the Group's financial position during the past year. One of the most significant motivational factors for employees is the Group's recognition of high performance, and we bring dedicated, productive employees to the limelight with exceptional rewards and due recognition.



Occupational Health and Safety

Our Occupational Health and Safety framework encompasses the practices, policies, and systems we established to protect employees from workplace hazards and injuries. Jahez Group takes all necessary measures to protect employees against dangers, diseases, and injuries that may arise in the workplace environment. We regularly advertise information about work hazards, means of prevention, and instructions to follow when needed in common areas and across our areas of operation. Every facility has a senior facility officer in charge of the OHS system.

Jahez Group prohibits smoking in the workplace. The Group ensures that fire-fighting equipment is adequately secured and visible and first aid equipment is provided and accessible on each floor. Fire drills are regularly conducted so that our employees are aware of escape outlets in cases of emergency.

As per Saudi labor laws, all employees are registered with the General Organization for Social Insurance (GOSI). GOSI provides comprehensive medical care in hospitals and medical centers if they have occupational injuries. If an occupational injury leads to a temporary disability, the employee is entitled to a daily allowance of 100% of the daily wage for each day of disability. It is reduced to 75% if the injured is under treatment at the expense of GOSI. The allowance is paid in the case of in-patient or sick leave.

If any Jahez Group employee suffers from a work injury or occupational disease, the direct manager and appropriate management must be immediately informed. We are pleased to once again report zero for both the Total Recordable Incident Rate (TRIR) and the Lost Time Injury Frequency Rate (LTIR) in 2023.

However, there were 2,073 road accidents and incidents with drivers in Logi. To prevent accidents and occupational illnesses, we provide drivers with stress management and proper nutrition training and ensure that the work environment in the vehicles is ergonomically designed to reduce the risk of musculoskeletal disorders. Drivers are also provided with health insurance plans covering physical and mental health.



TRIR and LTIR¹ rate in 2023

¹ Per 200,000 hours worked.

Employee well-being

Jahez Group recognizes the importance of prioritizing employee well-being and how it influences a positive and supportive workplace culture. In line with current practice, we interpret well-being broadly, encompassing physical, social, emotional, and financial aspects.

One of our most significant priorities is supporting families. In keeping with the KSA labor laws, our Leave Policy provided 70 days² of maternity leave and three days of paternity leave in 2023.

Health insurance is provided for Jahez Group employees and their dependents via a provider accredited by the Health Insurance Council. As per Saudi labor laws, all employees registered in GOSI receive comprehensive medical care in approved hospitals and medical centers. This includes all diagnoses, treatments, medicine, medical supplies, and prosthetics.



We offer Jahez Group employees a housing allowance of 25% of basic pay and a transportation allowance of 10%, with international travel costs covered for non-Saudi employees.

We provide regular training and awareness sessions on health and well-being, covering ergonomics, stress management, exercise, and nutrition topics. We also have several ongoing mental health partnerships with key providers in the region.

² Under the amended Social Insurance Law, effective July 3, 2024, maternity leave was extended to 90 days.

Caring for Society

In 2023, we made significant strides in our commitment to community development, focusing on educational programs, health initiatives, and infrastructure improvements.

Community investment

Our approach to community investment goes beyond providing attractive work and training opportunities. We are dedicated to empowering our communities through direct investment, which includes cash sponsorships or donations and in-kind giving. This approach, which promotes local charities and invites customers to donate via our platforms, is fundamental to our corporate social responsibility strategy.

Our approach is guided by a Social Responsibility Guide outlining our responsibilities and strategies. We are proud to align our commitments with the Saudi Vision 2030 and the United Nations SDGs, particularly in education, health, infrastructure, and the environment. Our due diligence ensures that any project we support benefits a broad demographic of society, especially those who may be marginalized or vulnerable, which aligns with these global goals.

We take a collaborative approach, inviting open dialogue and participation from diverse stakeholders through our digital platform and various activities. These include skills

and awareness sessions on ESG topics, such as environmental stewardship, social responsibility, ethical conduct, human rights, and business opportunities. These sessions can equip participants with in-demand skills, such as environmental impact assessments, implementing sustainable practices, engaging with stakeholders, or developing responsible investment strategies. Overall, our training outreach helps to foster a broader understanding of sustainable development and the importance of the Saudi Vision 2030.

In the year ahead, we will expand our training programs, add two new courses on digital literacy, and extend our support to local entrepreneurs.

Environment

- Hail afforestation initiative:**
 In collaboration with the Emirate of Hail Province, community members planted over 1,500 trees in the city of Hail to raise environmental awareness.
- King Salman Royal Natural Reserve initiative:**
 The King Salman Royal Reserve Development Authority launched this conservation awareness-raising initiative on World Environment Day.
- #Jahez_planting_initiative:**
 We launched the [#Jahez_planting_initiative](#) by planting 500 trees at the Prince Sultan University. The initiative is a collaboration between the Zero Neutrality Company and Jahez Plants Store, encouraging awareness of afforestation and climate change. Any Jahez customer can buy a tree from the store and name it after a loved one, following which it is planted in public spaces throughout the cities of KSA.
- Prince Sultan University electric car design:**
 We sponsored students from the College of Engineering who designed and manufactured their electric cars at the Shell Marathon.
- "Adhwi":**
 In line with the Saudi Vision 2030 agenda and to underline the importance of safe and sustainable healthcare, we launched the "Adhwi" initiative in cooperation with the Ministry of Environment, Water, and Agriculture. So far, we have developed an organic classification on the Jahez app, helping customers see organic food availability and supporting stores that prioritize organic produce.

Health and wellbeing

- Gluten-free Initiative:**
 This project aimed to facilitate access to gluten-free products for our Riyadh customers with celiac disease through the Jahez app.
- Saudi Life Saving Federation:**
 This new five-year sponsorship aims to equip lifeguards with the skills and knowledge to prevent and respond to water emergencies. Fourteen courses were delivered in Riyadh (separately for men and women), with 633 participants in total.
- Al Hilal Academy:**
 In the second year of this five-year sponsorship for disability rehabilitation, our support enabled inclusive events to be put on, including football for the gifted and orphaned, whether male or female.
- One-hour service:**
 This program, in cooperation with the Children with Disability Association, aims to support the comprehensive care and rehabilitation of children with disabilities by funding best-in-class specialized equipment in a safe environment. In 2023, 117,962 sessions were delivered, benefiting 9,423 children in Riyadh.

Education and care

- Delivery Sector Nationalization initiative:**
 This national skills initiative was completed in 2023, having achieved its aims of fostering competition among Saudi delivery agents with the incentive of winning a car. By the end of the initiative, 68 vehicles had been awarded to our dedicated delivery partners.
- Tuwaiq Academy for Employment:**
 This three-month-long initiative was launched to equip graduates with essential skills in modern technologies.
- Student Delivery Agent initiative:**
 In cooperation with the Transport General Authority, this project supports university students in increasing their income by valuing one delivery order as two during a month.

Social Media and Responsible Marketing

Brand value and awareness are essential for our business’s success. Jahez Group regards its brand power as one of its most valuable assets, enabling us to establish and maintain long-term relationships with our stakeholders.

In 2023, the marketing team executed several targeted campaigns and promotions that

significantly strengthened our market position across various sectors. Among the noteworthy initiatives were social media campaigns and traditional advertising efforts. Key strategies included event sponsorships, loyalty programs, and in-app features to boost brand awareness.

We will continue leveraging our social presence by sponsoring significant events, enhancing our credibility, and reinforcing our commitment to excellence. This involvement strengthens our brand and resonates positively with our customers.

We are dedicated to delighting our customers by consistently offering exclusive deals and enriching their experience with us.



- **Social media 1M Code campaign:** A large-scale social media initiative to engage the youth audience, utilizing influencer collaborations and content creation alongside other strategic digital marketing efforts. The campaign successfully increased order volumes and bolstered brand advocacy.

- **Discounted delivery campaigns in specific cities:** In order to enhance brand recognition in select cities within KSA, notably Jeddah, Tabuk, Al-Qassim, and Al-Kharj, a comprehensive campaign was implemented. This included organic social media content, targeted paid advertisements, billboard placements, and influencer marketing. The campaign significantly increased app downloads, expanding our user base and visibility in these areas.

- **National Day offers:** In celebration of National Day, exclusive deals were launched on the PIK platform, highlighting various special promotions from our brands. The campaign focused on increasing brand visibility and driving sales in Riyadh for iOS and Android users. It exceeded expectations, surpassing download and order targets. The campaign employed content marketing, targeted paid ads, influencer marketing, social media outreach, app-store offers, prominent banner placements in the Jahez app, and in-app notifications on both Jahez and PIK apps, leading to substantial gains in brand recognition and sales performance in Riyadh.

- **Blu Store app New Shirt campaign:** A successful campaign aimed at boosting app downloads, registrations, and user engagement was launched, resulting in the acquisition of new users and a marked increase in the conversion rate from downloads to registrations.



- **Television:** We entered a strategic sponsorship agreement for TV advertisements during the Roshn Saudi League, partnering with MBC Media Solutions (MMS), the exclusive Saudi Sports Company (SSC) representative. This alliance reinforced our brand’s association with the RSL and highlighted our commitment to supporting KSA’s recent sports achievements.

- **Radio:** The Group ran a month of targeted advertisement spots on Alif Alif radio station, enhancing reach and engagement in Jeddah.

- **Event sponsorship:** The Group’s participation in events such as Media Oasis, the FIFA Club World Cup, and Otaiqah Dates Season underscored our support for national initiatives, strengthening the Jahez brand as a critical partner in the Kingdom’s ambitious objectives across various sectors.



- **Customer engagement initiatives:** During the reporting period, we developed an in-app game for Saudi National Day, enhancing customer engagement and providing entertainment during the wait time between order preparation and delivery.



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Governance

We are committed to upholding the highest standards of corporate governance, and operating with integrity in all business dealings. Across the Jahez Group, our governance practices, culture, and processes are aligned towards creating long-term sustainable value. This includes robust risk management, ethical conduct, and unwavering compliance with applicable laws and regulations.

Governance Progress Dashboard

Strategic priority

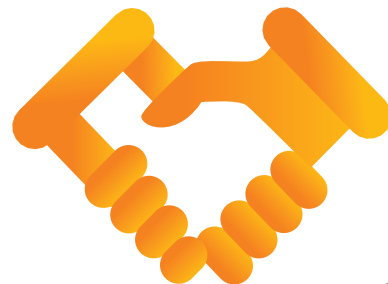
Progress

Transparent Governance



- 17% female Board membership
- 100% of Board members are Saudi nationals
- No critical concerns were reported to the Board
- A new ESG governance framework was established

Ethical Conduct



- We have introduced a whistleblowing policy and a secure and confidential reporting mechanism to encourage the reporting of any unethical or illegal activities within the Group

Risk Management



- Comprehensive enterprise risk management assessment conducted, identifying 394 risks categorized by severity
- Foundations laid to establish controls and mitigation measures against the new risk register
- Initial sustainability risk assessment conducted (see page 60)

Transparent Governance

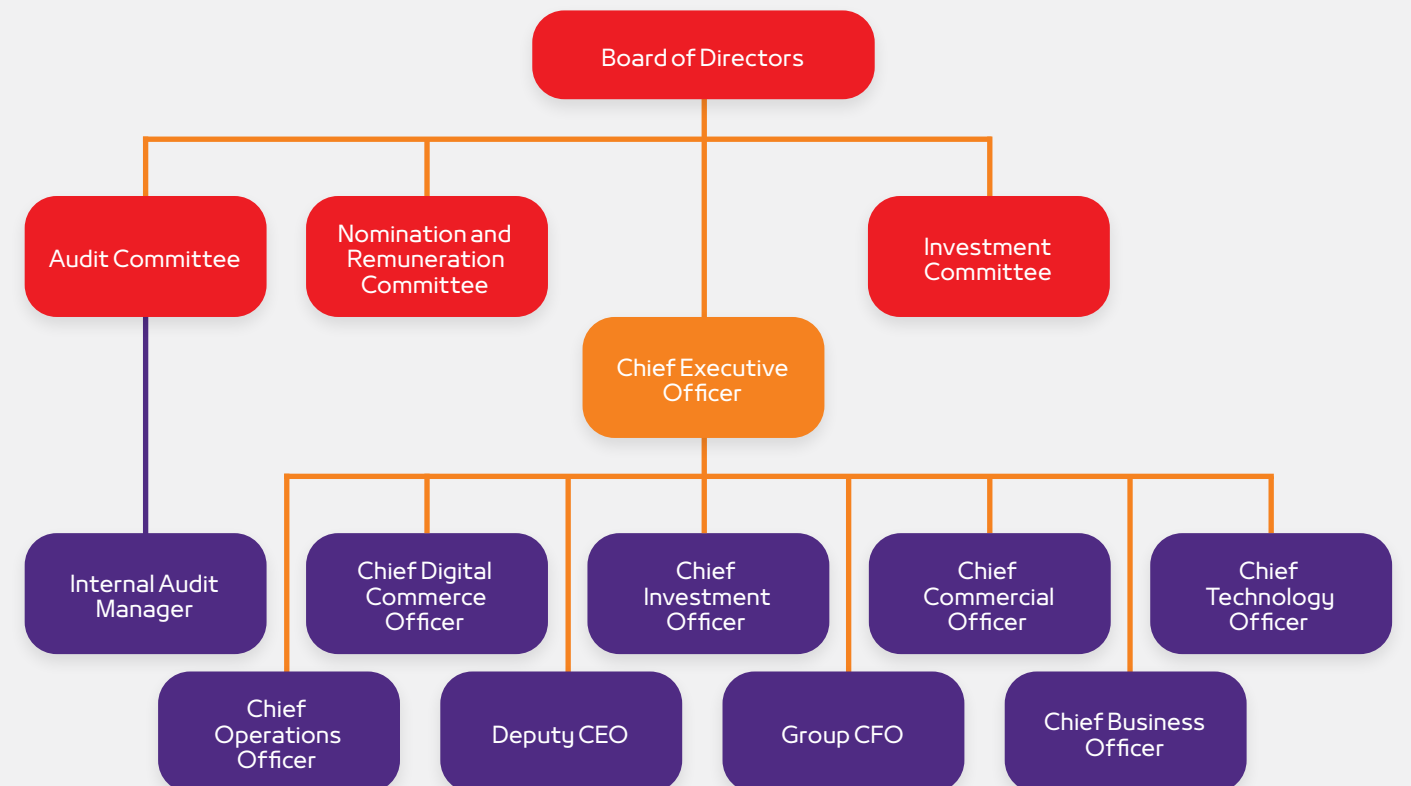
Accountability to all stakeholders is paramount to maintaining our trusted position in the market. The Group strives to adhere to transparent, ethical principles.

Corporate Governance

Our Board of Directors provides oversight and guidance, while our Audit Committee ensures the integrity of our financial reporting and internal controls. We are committed to engaging with our stakeholders and fostering a culture of transparency and accountability. Our Code of Conduct outlines our ethical principles and expectations for all employees. We have established a robust risk management framework to identify, assess, and mitigate potential risks. Additionally, we are committed to preventing

and combating corruption and protecting whistleblowers who report unethical or illegal activities.

Our Annual Report provides extensive detail about our corporate governance strategy and critical developments. The Group fully complies with all mandatory requirements outlined in the [Corporate Governance Regulations](#) issued by the Capital Market Authority.



Transparent Governance

Board of Directors

Our highest governance body is the Board of Directors. Guided by the [Companies Law](#) and the Group's [Bylaws](#), the Board members are responsible for overseeing, managing, and supervising the Group's operations and affairs in a manner that aligns with the Group's public interest. The Board is fully responsible for the Group's governance, including developing and steering Jahez Group's strategic directions, ensuring adequate internal controls, and assessing and mitigating risks. The Board represents Jahez

Group's shareholders and is duly responsible for sustaining their rights, as stated in the Corporate Governance Manual. Each Board member should comply with the applicable laws and regulations and exhibit honesty, integrity, and loyalty.

Board Composition

The Board of Directors comprises six members elected by the Ordinary General Assembly for four years (the latest election period is 2020-2024).

Board structure, %



- 33.3 ● Non-executive directors
- 33.3 ● Executive directors
- 33.3 ● Independent directors



- 83 ● Men
- 17 ● Women



Saudi nationals

For more details on the Board, see the [Annual Report](#)

Board Committees

The Board can form committees deemed necessary for effective governance, supervision, and management of the Group operations. The Board has formed three committees, one of which is chaired by a woman.

Nomination and Remuneration Committee

The Nomination and Remuneration Committee is responsible for preparing and periodically reviewing a policy for the remunerations of members of the

Board and its committees and Executive Management; providing recommendations to the Board in respect of remunerations, as well as for the nomination and renomination of its members; describing capabilities and qualifications required for membership of the Board and Executive Management; annually ensuring the independence of independent Board members and the absence of any conflicts of interest, etc. For a complete description of the Committee's responsibilities and membership, see our [Annual Report](#).

Audit Committee

Formed by the Ordinary General Assembly, the Audit Committee is responsible for financial reporting, the effectiveness of the system of risk management and internal control, compliance with applicable external legal and regulatory requirements, monitoring the qualifications, expertise, resources, and independence of both internal and external auditors, and assessing their performance and effectiveness each year. For a complete description of the Committee's responsibilities and membership, see our [Annual Report](#).

Investment Committee

The Investment Committee is responsible for working with Executive Management to develop and periodically review the company's Investment Strategy and Policy, supervising the company's investment activities and performance, studying and evaluating investment opportunities, making recommendations on mergers or acquisitions, etc. For a complete description of the Committee's responsibilities and membership, see our [Annual Report](#).

Remuneration

Remuneration refers to the compensation and benefits provided to the Group's Board of Directors and Executive Management for their performance and responsibilities. Determining Board remuneration involves several factors, including the size and complexity of the Group,

regulatory norms, the respective directors' qualifications and experience, and level of responsibility. For more details regarding our Board's allowances and the remuneration, see our [Annual Report](#).

Executive Management

The Board mandates and delegates the responsibility for the day-to-day operations to Jahez Group's Executive Management. One key role of Executive Management is developing and articulating Jahez Group's vision, mission, and strategic objectives. Each manager is responsible for analyzing market trends that align with their field of expertise, assessing their department's internal capabilities, and identifying growth opportunities that match the Group's ESG and overall corporate directions.

collaboration, and continuous improvement. Likewise, the Executive Management is responsible for Jahez Group's financial stewardship and resource allocation.

The Executive Management is accountable for building and developing high-performing individuals. It is also responsible for selecting, recruiting, and hiring talented individuals with the guidance of our Human Resources department, which is obligated to provide advice and support to foster a positive and inclusive work environment. By empowering employees, Executive Management cultivates a culture of innovation,

In 2023, the group had 10 executive managers, 1 of whom was female, and 9 were Saudi nationals.

For Executive Management profiles, see our [Annual Report](#)

Governance Policies

Conducting business with ethical principles has been fundamental to our success, including positive stakeholder relationships. Ethical conduct starts with regulatory compliance and extends to adopting the highest international standards of responsible practices.

Codes, policies, and procedures

Adhering to ethical business conduct ensures that decisions and actions uphold the Group's reputation and foster a positive work culture. At the heart of our approach is the Group-wide Code of Conduct. It reinforces our vision, values, mission, and culture of responsibility.

- The Standards and Procedures Policy of the Board of Directors Membership
- The Remuneration Policy
- The Board of Directors Work Regulations

The Group strives to adhere to the best governance practices to increase transparency and accountability to all stakeholders. The Group's internal governance regulations consist of:

- The Corporate Governance Manual, outlining shareholder rights, disclosures, and transparency
- The Delegation Authority Policy
- The Delegation Authority Matrix
- The Disclosure Policy
- The Conflict-of-Interest Policy
- The Dividend Distribution Policy
- The Stakeholder Protection Policy
- The Insider Trading Policy
- The Compliance Policy
- The Social Responsibility Policy
- The Charter (Terms of Reference) of the Audit Committee
- The Charter (Terms of Reference) of the Nomination and Remuneration Committee
- The Charter (Terms of Reference) of the Executive Committee
- The Charter (Terms of Reference) of the Investment Committee
- The Internal Control System

Internal engagement and awareness

Our compliance function raises internal awareness of the above policies and procedures. The Internal Audit team is also responsible for circulating an internal memo to all Jahez Group employees on the internal audit process, rules of ethics for internal auditors, and the internal audit approach. In addition, during the opening meeting of each audit engagement, we provide a session to raise awareness among the stakeholders involved. During the planning of each audit engagement, we identify the relevant laws and regulations and consider them as part of our compliance review process.

Jahez Group provides new joiners with the HR handbook and Code of Conduct during onboarding. These guidelines cover various governing guidelines, such as preserving the Group's confidentiality and assets, conflicts of interests, prohibitions, and the respective penalties and disciplinary actions. We have internal mechanisms for seeking advice and reporting any unethical, unlawful behavior or incident that may have occurred (see below on page 94).

Conflict of Interest

We recognize the importance of avoiding conflicts of interest that may compromise fair decision-making. The Group has developed and approved the Conflict of Interest Policy, which clarifies the process for preventing and mitigating conflicts of interest.

A member of the Board of Directors has no right to vote on any contract or offer in which this Director has a direct or indirect material interest. Such a member must inform the Board of Directors of any personal interest they may have in the transactions or contracts completed for the Group. The Chairperson of the Board of Directors must notify the General Assembly, when it convenes, of transactions and agreements in which any member has a personal interest. Such notification should be accompanied by a special report from the Auditor and recorded in the minutes of the Board's meeting. The relevant member does not participate in voting on the resolution to be adopted in this regard. If a member of the Board of Directors wants to participate in a competing business, he must receive the General Assembly's approval.

All employees must disclose any personal, financial, or professional relationships that may create conflicts, and ensure their actions are always in the Group's best interest. Employees are prohibited from exploiting their position and powers in the company to obtain personal gains.

Employees are prohibited from using their influence to try to obtain from any authority within the company a work, decision, commitment, supply, or service agreement or to obtain benefits of any kind for themselves or others that violate the Group's regulations. They should not combine their work in the Group with any other work, even outside official working hours, or use studies, research, reports, or consulting results owned by the Group and any information about the Group for their interest.

Employees are prohibited from participating, directly or indirectly, in offering tenders or auctions, signing contracts with the Group, participating, or influencing the decision to sell or buy services or products from the Group in which they or their relatives have direct or indirect financial interests that conflict with the Group's interests. They should not participate in establishing any facilities that practice the same activity or any other similar type to those practiced by the Group.

There were no conflicts of interest in 2023. However, one of the Board members, Mr. Abdulaziz Bin Abdulrahman Bin Mohammed Al Omran, participated in a competing business after the General Assembly had approved it.



Anti-corruption

We have zero tolerance for non-compliance with financial ethics, including bribery, corruption, fraud, and money laundering. Employees must not offer, solicit, or accept any bribe or engage in corrupt practices. We comply with all applicable anti-bribery laws and regulations to foster fair competition and maintain the trust of our stakeholders.

The group has an oversight system comprising the Governance, Risk, and Compliance function (GRC), the direct line managers, and the independent internal audit team. This system ensures verification and safeguards against potential irregularities. If we identify any non-compliance-related incident, the issue is directly communicated with management, and where appropriate, disciplinary actions are taken as deemed necessary. In 2023, we were pleased to disclose zero bribery, corruption, or fraud incidents.

Likewise, there was no non-compliance with regulations and voluntary codes concerning marketing communications, advertising, and promotion of the Group's products and services. There was, however, one incident relating to Regulatory Accommodation Standards in our Logi subsidiary. This has been swiftly rectified and learned from.

0 incidents
related to bribery, corruption, or fraud in 2023

Whistleblowing

The Whistleblowing Policy, approved by the Board of Directors in 2021, has been fully implemented since. The policy has been announced to all employees, informing them about its activation.

The Jahez Group has established a comprehensive whistleblowing and anti-corruption reporting mechanism for its employees and other stakeholders, with a dedicated email address for whistleblowing and anti-corruption concerns. It is a channel to provide a secure and confidential mechanism for anyone to report any suspected

fraud, unethical conduct, non-conformity, or business irregularities related to Jahez Group's business. In addition, the Human Resources channel, "Your Voice," is available for employees to share their feedback on any matter related to the Group.

Please report your concern at: compliance@jahez.net

Risk Management

Our ERM framework is aligned with the International Standard Organization (ISO) risk management guidelines ISO 31000 and the COSO ERM integrated framework. It is also consistent with local regulations and practices.

While developing the risk appetite framework and embedding risk appetite, the Group sets the strategic plan and objectives as well as the risk strategy and risk capacity, articulates and cascades risk appetite statements and limits, monitors and reports risk profile versus appetite, controls and corrects the risk profile should it deviate from appetite, and reassesses the risk appetite and its strategy in the light of changes in the business, competitive or control environments.

The Board of Directors relies on these processes and their findings in developing the Group's strategy and decision-making process. The Executive Management then undertakes planning,

organizing, and directing of processes to ensure reasonable assurance that the Group's objectives can be achieved while ensuring that the relevant risks are within the Group's risk appetite.

The Board of Directors oversees the risk management and internal control system and reviews its effectiveness. The Board also assumes general responsibility for determining the nature and extent of the main risks that may hinder the achievement of its strategic objectives (risk appetite), ensuring the effective management of these risks. The Board has authorized its Audit Committee to review the effectiveness of internal control systems and risk management methodology.

Sustainability risk management

The process for identifying, assessing, prioritizing, and monitoring sustainability-related risks and opportunities is being formalized and integrated into the Group's overall risk-management process.

A full-scale sustainability risk and opportunities assessment will be conducted in the ESG Roadmap 2023-2026. The Group is currently developing its first ESG policies and climate strategies as part of this task.

Learn more about sustainability risks and their connection to our material topics on **pages 48 to 55**

ERM Assessment

In 2023, we commissioned an expert third party to formalize an ERM framework. This was based on an in-depth risk assessment exercise, which identified critical risks across nine categories (as shown in the risk profile opposite).

Our Assessment, conducted in 2023, included four stages:

1. Risk identification

A long list of risks was created based on sectoral research and Jahez Group operations. These comprised inherent and residual risks. Inherent risk is the level of risk calculated for a particular event or threat in the absence of controls or before considering current controls. Residual risks are what remains after internal controls and mitigation measures.

2. Assessment and evaluation

Each identified risk was assessed based on potential impact and likelihood of occurrence. At this stage, key personnel at Jahez Group were engaged to share insights.

3. Mitigation and control

Having identified the key risks, recommendations were made around appropriate controls and mitigation plans for both inherent and residual risks. Employees must comply with established controls, policies, and procedures to minimize risks and maintain controlled operations.

4. Monitoring and reporting

Monitoring is ongoing to identify emerging risks and review existing risks. Employees are encouraged to report any operational changes or newly identified risks promptly.

394 risks

were identified, ranging from very low to critical in risk level.

Operational and commercial risks were the most prolific (46% of all risks), followed by governance and financial risks. Environmental, health, safety, and security risks were at the other end.

Learn more about our ERM framework and factors in the Annual Report

Responsible Procurement

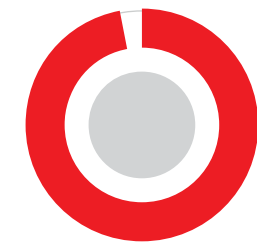
We invest heavily in local businesses and supply chains as part of our commitment to caring for society. In 2023, 97% of the procurement budget was spent on local suppliers (an increase from 89% in 2022).

We seek to partner with SMEs to further fuel entrepreneurial development across our operating regions. In 2023, 22% of our suppliers were SMEs, with this segment taking almost a quarter of our investment spend.

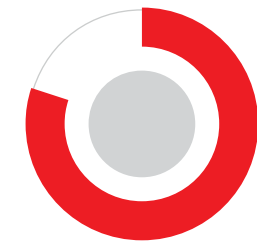
The Jahez Group Code of Conduct applies to all our purchasing decisions, including principles of integrity, fair pricing, and quality. Procurement processes also include due diligence for ESG risk, helping to uphold our integrity and reputation. For instance, should a supplier be found to have child labor in its operations or supply chains, this would expose Jahez Group to reputational damage as a minimum, with potential ramifications on our license to operate in the region.

Supplier ESG screening includes labor practices, occupational health, governance, and environmental sustainability criteria. In 2023, approximately 80% of total suppliers were assessed against these criteria. The assessment revealed no key risks across our supply chain.

With our 35% stake investment in Sol in 2023 (see page 22), we welcomed gaining extensive end-to-end digital procurement experience for restaurants. This innovative approach is unlocking new opportunities for sustainable growth.



97%
of local goods and services in the total amount of expenditure



80%
of suppliers screened by ESG criteria

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- GRI Content Index 102 >
- SASB Content Index 120 >
- Glossary 124 >

Appendix

As this report outlines, our mission is integrally focused on innovation and sustainability. Through active stakeholder engagement, we build trust, form partnerships, and contribute to national development while continuing to shape our ESG Roadmap.



Data Tables

Electricity consumption, MWh

	2022	2023
Total electricity consumption across the Group	2,178.02	4,878.75
Electricity consumption by country: Saudi Arabia	2,178.02	4,717.64
Electricity consumption by country: Bahrain	N/A	117.08
Electricity consumption by country: Kuwait	N/A	44.03

Employees, number

	2022	2023
Employees, excluding drivers	784	974
Employees, excluding drivers (men)	598	736
Employees, excluding drivers (women)	186	238
Full-time drivers	N/A	2,400

Employees by age group, number (2023)

	Men	Women
18-25 years	137	42
26-45 years	577	195
46-55 years	19	1
55+ years	3	0

Local employees by country, % (2023)

Saudi Arabia	90
Bahrain	11
Kuwait	21

Saudi Exchange (Tadawul) ESG Disclosure Themes

ESG themes and key issues

	Themes	Key issues	The 2023 Sustainability Report section and other sources	Page number(s)
E	Climate Change	GHG Emissions	Responding to Climate Change	pg. 62-63
		Climate Change Vulnerability	Responding to Climate Change	pg. 60-61
	Natural Resources	Water Stress	Water Conservation	pg. 65
	Pollutions and Waste	Packaging Material and Waste	Waste Management	pg. 66-67
S	Human Capital	Labor Management	Caring for Our People	pg. 75 pg. 77-78
		Health and Safety	Caring for Our People	pg. 80-81
		Human Capital Development	Caring for Our People	pg. 76 pg. 79
		Supply Chain Labor Standard	Responsible Procurement	pg. 97
	Product Liability	Privacy and Data Security	Customer Experience	pg. 72-73
Social Opportunities	Opportunities in Nutrition and Health	Eight Subsidiaries: One Goal	pg. 18-19	
G	Corporate Governance	Board	Transparent Governance	pg. 89-91
		Tax Transparency	Financial statements 2023	
		Pay	Transparent Governance Annual Report 2023	pg. 91
		Ownership & Control	Annual Report 2023	
	Accounting	Financial statements 2023		
Corporate Behavior	Business Ethics	Governance Policies	pg. 71	

GRI Content Index

Statement of use	Jahez International Company for Information Systems Technology JSC has reported in accordance with the GRI Standards for the period from January 1, 2023 to December 31, 2023.
GRI used	GRI: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	<ul style="list-style-type: none"> About This Report Eight Subsidiaries: One Goal A Growing Regional Footprint 	pg. 4-5 pg. 18-19 pg. 25			
	2-2 Entities included in the organization's sustainability reporting	<ul style="list-style-type: none"> About This Report 	pg. 4-5			
	2-3 Reporting period, frequency and contact point	<ul style="list-style-type: none"> About This Report 	pg. 4-5			
	2-4 Restatements of information	Several restatements of information from previous reporting periods, primarily concerning GHG emissions and employee numbers, were made to maintain consistency in our accounting methodology. See "Responding to Climate Change" and "Caring for Our People" sections.	pg. 59-61 pg. 74			
	2-5 External assurance	The Group does not provide external assurance for non-financial information in this reporting period.				
	2-6 Activities, value chain, and other business relationships	<ul style="list-style-type: none"> Our Business Model that Drives Stakeholder Value Eight Subsidiaries: One Goal Digitalizing Lifestyle 	pg. 14-15 pg. 18-19 pg. 26-27			
	2-7 Employees	<ul style="list-style-type: none"> Caring for Our People 	pg. 74	2-7.c. Processes used to calculate headcount	Confidentiality constraints	Jahez considers processes used to calculate headcount confidential
	2-8 Workers who are not employees	<ul style="list-style-type: none"> Caring for Our People 	pg. 74	2-8.a.ii. The type of the work they perform	Confidentiality constraints	Jahez considers work performed by interns confidential

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission			
				Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	<ul style="list-style-type: none"> Transparent Governance Annual Report 2023, pages 94-100 	pg. 89	2-9.c.vi. Under-represented social groups 2-9.c.vii. Competencies relevant to the impacts of the organization 2-9.c.viii. Stakeholder representation	Confidentiality constraints	Jahez considers this kind of information on Board members confidential	
	2-10 Nomination and selection of the highest governance body	<ul style="list-style-type: none"> Annual Report 2023, page 110 		2-10.b. The criteria used for nominating and selecting the highest governance body members	Confidentiality constraints	Jahez considers the criteria for nominating and selecting Board members confidential	
	2-11 Chair of the highest governance body	The Chair of the Board is not a senior executive of the Group.					
	2-12 Role of the highest governance body in overseeing the management of impacts	<ul style="list-style-type: none"> Transparent Governance 	pg. 89				
	2-13 Delegation of responsibility for managing impacts	<ul style="list-style-type: none"> Transparent Governance 	pg. 89				
	2-14 Role of the highest governance body in sustainability reporting	<ul style="list-style-type: none"> Transparent Governance 	pg. 89				
	2-15 Conflicts of interest	<ul style="list-style-type: none"> Conflict of Interest 	pg. 93				
	2-16 Communication of critical concerns	No critical concerns were reported to the Board in 2023.					
	2-17 Collective knowledge of the highest governance body	<ul style="list-style-type: none"> Responding to Climate Change 	pg. 59-61				

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	—		2-18.a. The processes for evaluating the performance of the highest governance body 2-28.b. Whether the evaluations are independent or not, and the frequency of the evaluations 2-18.c. Actions taken in response to the evaluations	Information unavailable/incomplete	Information on the evaluation of the Board is unavailable
	2-19 Remuneration policies	<ul style="list-style-type: none"> Transparent Governance Annual Report 2023, pages 120-124 	pg. 89			
	2-20 Process to determine remuneration	<ul style="list-style-type: none"> Annual Report 2023, pages 112, 120-121 		2-20.b. Views of the stakeholders	Information unavailable/incomplete	Information on the stakeholders' vote on remuneration is unavailable
	2-21 Annual total compensation ratio	—		2-21.a. The ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees 2-21.b. The ratio of the percentage increase in annual total compensation for the organization's highest-paid individual to the median percentage increase in annual total compensation for all employees	Confidentiality constraints	Compensation for the highest-paid individual is confidential
	2-22 Statement on sustainable development strategy	<ul style="list-style-type: none"> Leadership Statement ESG Roadmap 	pg. 6-7 pg. 34-35			
	2-23 Policy commitments	<ul style="list-style-type: none"> Governance Policies Commitment to Human Rights 	pg. 92 pg. 71	2-23.b. Links to the policy commitments if publicly available	Confidentiality constraints	ESG policies of the Group are not publicly available
	2-24 Embedding policy commitments	<ul style="list-style-type: none"> Governance Policies Commitment to Human Rights 	pg. 92 pg. 71			
	2-25 Processes to remediate negative impacts	<ul style="list-style-type: none"> Anti-harassment and Anti-discrimination Reward and Engagement 	pg. 78			

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> Whistleblowing 	pg. 94			
	2-27 Compliance with laws and regulations	<ul style="list-style-type: none"> Transparent Governance Governance Policies 	pg. 89 pg. 92			
	2-28 Membership associations	—		2-28.a. Industry associations, other membership associations, and national or international advocacy organizations in which the Group participates in a significant role	Confidentiality constraints	Jahez considers industry associations, other membership associations, and national or international advocacy organizations in which it participates confidential
	2-29 Approach to stakeholder engagement	<ul style="list-style-type: none"> Stakeholder Engagement 	pg. 40-45			
	2-30 Collective bargaining agreements	—		2-30.a. a. The percentage of total employees covered by collective bargaining agreements	Not applicable	The nature of Jahez’s operations does not require employee collective bargaining agreements

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	• Material Topics	pg. 46-47			
	3-2 List of material topics	• Material Topics	pg. 46-47			
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Our Business Model that Drives Stakeholder Value • Eight Subsidiaries: One Goal • Digitalizing Lifestyle • Responding to Climate Change • Material Topics 	pg. 14-15 pg. 18-19 pg. 26-27 pg. 59-61 pg. 46-47			
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	<ul style="list-style-type: none"> • Material Topics • Responding to Climate Change 	pg. 46-47 pg. 59-61			
Market presence						
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	• Transparent Governance	pg. 89			
Indirect economic impacts						
GRI 3: Material Topics 2021	3-3 Management of material topics	<ul style="list-style-type: none"> • Our Business Model that Drives Stakeholder Value • Eight Subsidiaries: One Goal • Digitalizing Lifestyle • Responsible Procurement • Caring for Society 	pg. 14-15 pg. 18-19 pg. 26-27 pg. 97 pg. 82-83			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	<ul style="list-style-type: none"> • Eight Subsidiaries: One Goal • Digitalizing Lifestyle • Caring for Society 	pg. 18-19 pg. 26-27 pg. 82-83			
	203-2 Significant indirect economic impacts	<ul style="list-style-type: none"> • Eight Subsidiaries: One Goal • Responsible Procurement • Caring for Society 	pg. 18-19 pg. 97 pg. 82-83			

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
Procurement practices						
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	• Responsible Procurement	pg. 97			
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Anti-corruption	pg. 94			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	• Anti-corruption	pg. 94			
	205-3 Confirmed incidents of corruption and actions taken	• Anti-corruption	pg. 94			
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Responding to Climate Change	pg. 59-61			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	• Energy consumption	pg. 64			
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Water Conservation	pg. 65			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	• Water Conservation	pg. 65			

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Responding to Climate Change	pg. 59-61			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	• GHG Emissions	pg. 62-64			
	305-2 Energy indirect (Scope 2) GHG emissions	• GHG Emissions	pg. 62-64			
	305-3 Other indirect (Scope 3) GHG emissions	• GHG Emissions	pg. 62-64			
	305-4 GHG emissions intensity	• GHG Emissions	pg. 62-64			
	305-5 Reduction of GHG emissions	• GHG Emissions	pg. 62-64			
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Waste Management	pg. 66-67			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	• Waste Management	pg. 66-67			
	306-4 Waste diverted from disposal	• Waste Management	pg. 66-67			
Supplier environmental assessment						
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	• Responsible Procurement	pg. 97			

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
Employment						
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	• Social Progress Dashboard	pg. 70			
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Caring for Our People	pg. 74			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	• Occupational Health and Safety	pg. 80			
	403-9 Work-related injuries	• Occupational Health and Safety	pg. 80			
Training and education						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Caring for Our People	pg. 74			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	• Training and Development	pg. 79			
	404-2 Programs for upgrading employee skills and transition assistance programs	• Training and Development	pg. 79			
Diversity and equal opportunity						
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	• Workforce Profile • Board of Directors • Executive Management	pg. 75 pg. 90 pg. 91			
	405-2 Ratio of basic salary and remuneration of women to men	• Reward and Engagement	pg. 78			

GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page number(s)	Omission		
				Requirement(s) omitted	Reason	Explanation
Local communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Caring for Society	pg. 82-83			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	• Community Investment	pg. 82			
Supplier social assessment						
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	• Responsible Procurement	pg. 97			
Customer health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Customer Experience	pg. 72			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	• Customer Experience	pg. 72			
Customer Privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	• Customer Data Privacy and Security	pg. 73			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	• Customer Data Privacy and Security	pg. 73			

SASB Content Index

Topic	Metric	Unit	Codes	The 2023 Sustainability Report sections and other sources	Page number(s)
The Jahez Group as a whole					
Environmental Footprint	(1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable, if available	kWh %	TC-IM-130a.1, CG-EC-130a.1, IF-RE-130a.2	• Energy Consumption	pg. 64
Data Privacy	Description of policies and practices relating to targeted advertising and user privacy	Discussion and analysis	TC-IM-220a.1, CG-EC-230a.2	• Social Media and Responsible Marketing	pg. 84-85
Data Security	(1) Number of data breaches	Number	TC-IM-230a.1, CG-EC-230a.2, SV-PS-230a.3	• Customer Data Privacy and Security	pg. 73
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and analysis	TC-IM-230a.2, CG-EC-230a.1, SV-PS-230a.1	• Customer Data Privacy and Security	pg. 73
	Description of policies and practices relating to the collection, usage, and retention of customer information	Discussion and analysis	SV-PS-230a.2	• Customer Data Privacy and Security	pg. 73
Employee Recruitment, Inclusion, and Performance	Employee satisfaction as a percentage ¹	%	TC-IM-330a.2, CG-EC-330a.1, SV-PS-330a.3	• Reward and Engagement	pg. 78
	Percentage of (1) gender representation for (a) executive management, (b) non-executive management, (d) all other employees	%	TC-IM-330a.3, CG-EC-330a.3, SV-PS-330a.1	• Workforce Profile • Board of Directors • Executive Management	pg. 75 pg. 90 pg. 91
Activity Metrics	Number of employees by: (1) full-time	Number	SV-PS-000.A	• Workforce Profile	pg. 75

¹ A modified metric (employee satisfaction instead of employee engagement which the Group does not monitor).

SASB Content Index

Topic	Metric	Unit	Codes	The 2023 Sustainability Report sections and other sources	Page number(s)
E-Commerce (PIK, Blu)					
Product Packaging & Distribution	Discussion of strategies to reduce the environmental impact of product delivery	Discussion and analysis	CG-EC-410a.2	<ul style="list-style-type: none"> Material Topics Responding to Climate Change 	pg. 46-47 pg. 59-61
Co					
Activity Metrics	Number of assets	Number	IF-RE-000.A	<ul style="list-style-type: none"> Eight Subsidiaries: One Goal (Other Activities) 	pg. 18-19
Logi					
Greenhouse Gas Emissions	Gross global Scope 1 emissions	Metric tonnes (t) CO ₂ -e	TR-RO-110a.1	<ul style="list-style-type: none"> Responding to Climate Change 	pg. 59-61
	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and analysis	TR-RO-110a.2	<ul style="list-style-type: none"> Responding to Climate Change 	pg. 59-61
Workforce Conditions, Health & Safety	Description of approach to managing short-term and long-term driver health risks	Discussion and analysis	TR-RO-320a.3	<ul style="list-style-type: none"> Occupational Health and Safety 	pg. 80
Accident & Safety Management	Number of road accidents and incidents	Number	TR-RO-540a.1	<ul style="list-style-type: none"> Occupational Health and Safety 	pg. 80
Activity Metrics	Number of drivers	Number	TR-RO-000.C	<ul style="list-style-type: none"> Workforce Profile 	pg. 75

Glossary

AI	Artificial intelligence.
CMA	Capital Market Authority regulates and develops the Saudi Arabian Capital Market by issuing required rules and regulations for implementing the provisions of Capital Market Law.
Carbon credit	A tradable instrument that represents: (1) a permit to emit one metric ton of CO ₂ or equivalent (CO ₂ e) into the atmosphere, or (2) a certificate that represents the avoidance or removal of one metric ton of CO ₂ or equivalent from the atmosphere.
Carbon dioxide equivalent (CO₂e)	A metric used to compare the emissions from various greenhouse gases based on their global warming potential (GWP).
C-level	Senior executives and managers whose job titles start with "C" (CEO, CFO, COO, etc.).
Cloud kitchen	A commercial food preparation facility for food services operating on a delivery-only model.
Cloud shelving	A commercial storage facility for food services or retail stores operating on a delivery-only model.
COSO	The Committee of Sponsoring Organizations of the Treadway Commission develops guidelines for evaluating internal controls, risk management, and fraud deterrence.
Dark store	A retail outlet or distribution center operating online on a delivery-only model.
ERM	Enterprise risk management.
ESG	Environment, social, and governance.
GHG	Greenhouse gases.
GRI	The sustainability disclosure standards were developed by the Global Reporting Initiative. Currently, the 2021 version is in use (GRI 2021).
Group	The Jahez Group holding comprises eight wholly or partially owned subsidiaries.
IFRS S1&S2	The International Financial Reporting Standards Sustainability Disclosure Standards are issued by the International Sustainability Standards Board (ISSB). They include IFRS S1 (General Requirements for Disclosure of Sustainability-related Financial Information) and IFRS S2 (Climate-related Disclosures).

KSA	Kingdom of Saudi Arabia.
kWh	Kilowatt hour.
Last-mile delivery	The transportation of goods from a distribution hub to the final delivery destination (usually a customer's home or business).
LTIR	Lost Time Injury Rate is a safety metric used to measure the frequency of work-related injuries or illnesses that result in an employee being unable to perform their job for a full workday or shift per 200,000 hours worked.
MENA	Middle East and North Africa.
MWh	Megawatt hour.
Nitaqat	A government program of Saudi Arabia aimed at increasing the employment of Saudi nationals in the private sector.
Q-commerce	A type of e-commerce with an emphasis on fast and ultra-fast deliveries.
SAR	Saudi Arabian Riyal.
SASB	The sustainability disclosure standards developed by the Sustainability Accounting Standards Board (SASB), now consolidated into the ISSB.
SMEs	Small and medium-sized enterprises.
tCO₂e	Tons of carbon dioxide equivalent.
TRIR	Total Recordable Incident Rate, a safety metric used to measure the frequency of workplace injuries and illnesses per 200,000 hours worked.
UNSDGs	The United Nations Sustainable Development Goals.